

Sydney Central - The Rocks 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 boundaries for the Sydney Central Precinct Liquor Accord (PLA). Participants in the Sydney Central – The Rocks PLA include 10 mandatory late trading licensed venues and a range of voluntary participants.

Mandatory participants	Voluntary participants
Appetito Pizza, Pasta, Bar	Australian Hotels Association (NSW)
Fortune of War Hotel	City of Sydney
Glenmore Hotel	City North Liquor Accord
Lowenbrau Keller Hotel (& Argyle Tavern)	Community representative
Mercantile Hotel	Department of Justice and Attorney General
Observer Hotel	NSW Police – The Rocks Local Area Command
Old Sydney Holiday Inn	Transport NSW
Orient Hotel	
The Rocks Bel Mondo Restaurant	
Vivaz / Vivaz Restaurant	

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 – The Rocks 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.

Special events best practice guide

The best practice guide will detail the existing strategies used during special events in The Rocks area to manage the influx of people into the area and to ensure the area is safe and trouble-free.

Deliverables		Responsible	PLA Cost Contribution
1.	Provide information to Communities NSW on the existing processes and strategies for managing special events	Venues	N/A
2.	Develop and distribute the special events best practice guide	Communities NSW / DJAG	

Licence condition

Not applicable.

Shared communication network protocol

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.

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.

Deliverables		Responsible	PLA Cost Contribution
1.	Provide contact details for communication protocol	Venues	N/A
2.	Draft protocol	Communities NSW, Local Liquor Accord Executive, and DJAG	
3.	Implement the protocol once developed	Venues	

Licence condition

The licensee must implement and adhere to the terms of the shared communication network protocol.

The Rocks late night bus

The Rocks late night bus has been promoted through signs at bus stops, wallet card timetables, newspaper ads and on screens in office buildings and venues.

Increased promotion will assist with precinct management and the migration of patrons out of the precinct.

Deliverables		Responsible	PLA Cost Contribution
1.	Design, create and install signs at bus stops	DJAG	N/A
2.	Design, print and distribute wallet timetables to venues	DJAG	
3.	Promote late night bus through ads in MX newspaper and on screen in lifts in office buildings in The Rocks	DJAG	
4.	Make the wallet cards available to patrons during peak service times and promote the wallet cards by placing them in high visibility areas and displaying information on-screen in venues	Venues	

Licence condition

The licensee must:

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.

'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, and
2. ensure that staff are aware of, and can advise patrons of, the requirements of section 77 of the *Liquor Act 2007*.

RSA on the Frontline workshops

Restaurant, bar and security staff are expected to attend *RSA on the Frontline* workshops to learn practical tips, strategies and useful security practices. NSW Police (The Rocks Local Area Command) will be invited to commit officers to assist with the workshops.

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	

Licence condition

The licensee must ensure that at least one manager/supervisor and one staff member required to hold an RSA certificate attend an *RSA on the Frontline* workshop delivered by Communities NSW.

This condition only applies if the licensee has received two weeks prior written notification of the date, time and location of the workshop.

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• mechanisms for dealing with problem patrons• management of the entry and dispersal of patrons, in particular late night arrivals.	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

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:
 - a. safe design principles
 - b. issues relating to patron capacity
 - c. mechanisms for dealing with problem patrons
 - d. management of the entry and dispersal of patrons, in particular late night arrivals.
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.

Supplementary measures to support the Sydney Central – The Rocks 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	

Coordinated liquor law education strategy			
The liquor law education strategy will improve awareness of expectations concerning the responsible consumption of alcohol and local liquor laws within the precinct. A consistent responsible drinking message will be implemented across information that is provided to people coming to visit The Rocks area.			
Deliverables		Responsible	PLA Cost Contribution
1.	Coordinate cooperation between The Rocks Police, City of Sydney, Tourism NSW and the Local Liquor Accord Executive to deliver these messages	Communities NSW	Mandatory participants to meet in-kind costs
2.	Provide support and input as required	Venues	

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.

