

Wollongong 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 Wollongong Precinct Liquor Accord (PLA). Participants in the Wollongong PLA include 10 mandatory late trading licensed venues and a range of voluntary participants.

Mandatory participants	Voluntary participants
Abbey's Nightclub	Australian Hotels Association (NSW)
Fever Nightclub	Community representative
Glasshouse Tavern	Hot Chilli Food House
Harp Hotel	McDonalds Family Restaurant - Wollongong
Hostage X Lounge Bar Nightclub	Department of Premier and Cabinet
Hotel Illawarra	NSW Police
Ivory	Roads and Traffic Authority NSW
Onefiveone	The Grand Hotel
Sopranos on the Mall	Transport NSW
Wollongong Castro's	Illawarra Venues Authority
	Wollongong City Council

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 Wollongong Precinct Liquor Accord was developed by participants at meetings on 28 September and 28 October 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.

Venue management commitments

The venue management measures are designed to contribute to a greater consistency in venue management throughout the precinct.

Deliverables	Responsible	PLA Cost Contribution	
1.	Ensure any liquor promotions do not fall into the 'unacceptable risk' category as set out in the Office of Liquor, Gaming and Racing Liquor Promotion Guidelines	Venues	Mandatory participants to meet in-kind costs
2.	Refuse entry to patrons seen drinking alcohol on approach	Venues	
3.	Print posters advising patrons they will be refused entry if seen drinking alcohol on approach and display in prominent positions	Venues	
4.	Ensure guards who have lost their security licence are not re-hired as RSA Hosts	Venues	
5.	Implement Alcohol Management Operations Registers (AMOR) from 1 March 2011	Venues	

Licence condition

The licensee must:

1. ensure that staff refuse entry to any person observed consuming alcohol on approach to the premises, and
2. maintain an Alcohol Management Operations Register and make available for immediate inspection by members of the NSW Police Force or inspectors from the Office of Liquor, Gaming and Racing.

Hassle Free Nights bus

Venues will display A3 posters promoting the *Hassle Free Nights* secure bus. Two hundred A3 posters will be distributed to licensed premises, the University of Wollongong, TAFE NSW – Illawarra Institute and other appropriate outlets by Communities NSW.

Deliverables		Responsible	PLA Cost Contribution
1.	Produce posters to promote the service and provide hard copies to licensees	Communities NSW	Maximum cost for posters is \$1,200 with 50% met by Government. Cost for mandatory participants is \$600. Equal distribution between the nine mandatory participants that are hotels and nightclubs and the two voluntary participants (The Grand Hotel and the Illawarra Venues Authority). No cost to the mandatory participants that are restaurants. Approximate cost is \$55 per venue.
2.	Display posters in prominent positions	Venues	
3.	Ensure staff are aware of the <i>Hassle Free Nights</i> bus	Venues	
4.	Distribute copies of the poster to the University of Wollongong, TAFE NSW – Illawarra Institute and other appropriate outlets	Communities NSW	

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.

Late night transport options wallet cards

The wallet card will contain information about late night transport options (including the *Hassle Free Nights* bus, trains and taxis). The wallet card will have *Hassle Free Nights* branding and include key messages about individual responsibilities under liquor legislation.

Deliverables		Responsible	PLA Cost Contribution
1.	Produce and arrange printing and distribution of 10,000 copies	Communities NSW	Maximum cost is \$2,750 with 50% met from Government. Cost for mandatory participants is \$1,375. Costs to be shared between the nine mandatory participants that are hotels and nightclubs and the two voluntary participants (The Grand Hotel and the Illawarra Venues Authority). No cost to the mandatory participants that are restaurants. The approximate cost per venue is \$125.
2.	Display wallet cards in high visibility areas	Venues	
4.	Distribute wallet cards to patrons	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 10,000 'No Excuse' postcards and distribute to licensed venues	Communities NSW	Maximum cost for the postcards is \$1,000, with 50% met by Government. Cost for mandatory participants is \$500. Equal distribution between the mandatory participants that are hotels and nightclubs and the two voluntary participants (Grand Hotel and the Illawarra Venues Authority). No cost to the mandatory participants that are restaurants. The approximate cost per venue is \$46.
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*.

'Take the Hint. Call it a night without the fight' radio campaign

The 'Take the hint. Call it a night without the fight' radio advertisement reinforces the non-voluntary exclusion provisions. It advises patrons of the requirement to leave licensed premises when asked and to 'Call it a night without the fight'.

Deliverables		Responsible	PLA Cost Contribution
1.	Book radio spots over summer on i98 FM and Wave FM through Mediacom	Communities NSW	Maximum cost is \$5,000, with 50% met by Government. Cost for mandatory participants is \$2,500. Equal distribution between the mandatory participants that are hotels and nightclubs and the two voluntary participants (Grand Hotel and the Illawarra Venues Authority). No cost to the mandatory participants that are restaurants. The approximate cost per venue is \$228.

Licence condition

Not applicable.

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 (Wollongong 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• management of the entry and dispersal of patrons, in particular queuing	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, and
 - c. management of the entry and dispersal of patrons, in particular queuing.
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.

Restrict Takeaway Liquor Sales (additional measure imposed by the Director-General)

In order to address the issue of drinking in the streets and pre-fuelling prior to entering licensed premises, takeaway liquor sales by mandatory participants in the Wollongong precinct will be restricted for a two-month trial from 1 March 2011.

Deliverables	Responsible	PLA Cost Contribution
1. From 1 March 2011, mandatory PLA participants who are authorised to offer takeaway liquor sales must not enter into the sale or supply of takeaway liquor sales from 10pm for a two month trial. Venues will be prohibited from selling takeaway sales from 10pm on Wednesday, Friday and Saturday nights (plus day prior to public holidays)	Venues	Mandatory participants to meet in-kind costs

Licence condition

On Wednesdays, Fridays, Saturdays and any day preceding a public holiday, the sale or supply of liquor for consumption off the premises is prohibited from 10pm.

This condition applies from 1 March 2011 to 1 May 2011.

Restrict the sale of 'shots' (additional measure imposed by the Director-General)

From 1 March 2011, venues must comply with restrictions on the sale of 'shots' from 1.30am on trading periods which commence on Wednesday, Friday and Saturday nights (plus day prior to public holidays) for a two-month trial.

Deliverables	Responsible	PLA Cost Contribution
1. From 1.30am no 'shots' may be sold or supplied on trading periods which commence on Wednesday, Friday and Saturday nights (plus day prior to public holidays) for a two-month trial.	Venues	Mandatory participants to meet in-kind costs

Licence condition

The sale or supply of 'shots' is prohibited after 1.30am on trading periods which commence on Wednesday, Friday and Saturday nights, and any day which precedes a public holiday.

This condition applies from 1 March 2011 to 1 May 2011.

Security Patrol in Crown Street Mall (additional measure imposed by the Director-General)

A trial of security patrols of Crown Street Mall and surrounds on Friday and Saturday nights will be undertaken for two months from March 2011. Four security guards will patrol the area from 8pm to 4am. The security guards will assist in ensuring the safety of the area, assist the safe migration of patrons along the pedestrian mall and alleviate anti-social behaviour.

The security guards will work in close collaboration with local Police and the security personnel of licensed premises in the area.

Deliverables	Responsible	PLA Cost Contribution
1. Maintain an incident register and a record of each patrol conducted	Master licence holder for the security company selected	Maximum cost is \$30,000 with 50% met by Government. Cost for mandatory participants is \$15,000.
2. Liaise with security officers each shift and record location/activities/incidents	Wollongong Police	Equal distribution between the mandatory participants that are hotels and nightclubs (9). No cost to the mandatory participants that are restaurants. Approximately \$1,667 per venue for the eight-week trial.

Licence condition

Not applicable.

Supplementary measures to support the Wollongong 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	

'Safety in the City' initiatives

Wollongong City Council's Safety in the City initiatives aim to reduce crime and promote a safer, more liveable city for residents, business and visitors by:

- increasing actual and perceived community safety in the city centre
- reducing graffiti and vandalism
- reducing anti-social behaviour and crime associated with alcohol use.

Initiatives to be implemented relate to rapid graffiti removal, CCTV surveillance, infrastructure and rubbish removal.

Deliverables		Responsible	PLA Cost Contribution
1.	Plan for the redevelopment of Crown Street Mall with reference to safe design principles (construction anticipated to commence in 2012)	Wollongong City Council	N/A
2.	Undertake a review of and re-establish Alcohol Free Zones as appropriate	Wollongong City Council	

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.

