

Accessing information in the register and reporting

In accordance with the legislation, any information recorded in the EIR, or any reports generated from it, must (even if hosted by the software provider) be able to be:

- made immediately available upon request by a police officer or inspector
- copied, printed or sent electronically so that it can be removed from the venue upon request by a police officer or inspector, and
- retained for a period for at least three years from when the record was made.

Accordingly, licensed venues must be able to access any electronic data records upon request regardless of any contractual arrangements with the software or internet provider. Venues may therefore choose to download their EIR onto their own electronic devices and/or print out paper-based versions of incident reports.

The EIR software must also:

- support search and reporting functions for extracting incident records by date, time, date and time range, day of week, year, incident type, reportable incidents, flagged incidents, system user, and
- able to be exported, upon request, in an appropriate electronic form (excel or CSV) with each incident assigned to an individual row.

Further details on the electronic register form and the standard reporting template are outlined in the table below.

Instructions for licensed venues

Any EIR must display the following information on its screen directly before or after user login:

The law requires all licensed venues in the Kings Cross and CBD precincts to keep an incident register at all times ('round the clock'). Venues are permitted to maintain an incident register in **one or both** of the approved forms: bound book or electronic. For example, if a venue uses an electronic form of incident register then they may choose to stop entering incidents in their paper book register.

The following incident types must be reported in the electronic incident register (EIR). Any incident:

- involving violence or anti-social behaviour occurring on the premises
- of which the licensee is aware, that involves violence or anti-social behaviour occurring in the immediate vicinity of the venue and that involves a person who has recently left, or been refused admission to, the premises
- that results in a person being turned out of the venue under s.77 of the *Liquor Act 2007* (non voluntary exclusion of persons from licensed premises) and
- that results in a patron of the venue requiring medical assistance

For any reportable incident, details must be entered in the EIR as soon as practicable after the event occurring (within one hour). A more detailed account must be completed as soon as practicable, no later than six hours, after the incident occurring.

A reportable incident includes such events as:

- injuries to staff or patrons requiring medical assistance
- violence e.g. assaults, fights
- anti-social behaviour e.g. aggression, malicious damage
- patron removals or when asked to leave e.g. intoxication, smoking in a non-smoking area, minors, illicit substances.

Venues should also report other things including:

- refuse entry – e.g. minors, suspected intoxication, insufficient identification
- requests for self exclusion
- compliance issues e.g. missing RSA certificate, faulty gaming machines and
- disturbance complaints.

Electronic register format and Excel/CSV reporting template for incidents

#	A	B	C	D	E	F	G	H	I	J	K
Field name	Licensed Venue Name	Licence Number	Incident Entry Number	Entered By	Reported By	Entry Date & Time	Date of Incident	Time of Incident	Location of Incident	Location of incident (other)	Incident details
Reporting	Auto-fill once system set up	Auto-fill once system set up	Auto fill sequential, non alterable field	Auto filled - as per log in	Mandatory	Auto date & time stamp	Mandatory	Mandatory	Mandatory	See I	Mandatory
Field rules	No ability to update	No ability to update	No ability to update	No ability to update	No ability to update	No ability to update	Able to be updated	Able to be updated	Able to be updated	As per I	Able to be updated
Field Format	N/A	N/A	N/A	N/A	N/A	dd/mm/yyyy/24 hr clock	dd/mm/yyyy	24 hour clock	Multiple locations possible	Open text ~300 chars	Able to select multiple incident types
Options	None	None	None	None	None	None	None	None	On premises: <ul style="list-style-type: none"> • Bar area • Main bar • Gaming room • Smoking Area • Front door Off-venue(nearby*)	Open field	1. refuse entry 2. refuse service 3. theft 4. malicious damage 5. complaint 6. minors 7. self exclusion 8. gaming 9. other (please specify) 10. violence – brawl/affray 11. violence - glassing 12. anti-social behaviour 13. asked to leave 14. injury / medical assistance 15. serious other (please specify)
Notes									* Nearby means within 50 m of the venue entrance		Mandatory reporting of incidents #10 – 15 (red) is required under the legislation (cl. 53I & 53ZE of the Liquor Regulation 2008). Full incident details for reportable incidents must be recorded in the register within six hours.

Electronic register format and Excel/CSV reporting template for incidents

#	L	M	N	O	P	Q	R	S	T	U
Field name	Refuse entry - reasons	Serious (other)	Additional incident details	Asked to leave – reasons	Number of Persons Involved	Person(s) description	Person of Interest 1 Name	Person of Interest 1 Phone	Person of Interest 1 Age	Person of Interest 1 Gender
Reporting	Mandatory if 'refuse entry' box is checked	Mandatory if 'serious other' box is checked	Voluntary	Mandatory if 'asked to leave' box checked	Mandatory	Voluntary if incident # 1 to 9 Mandatory if incident #10-15	Mandatory if 'Person description' box not completed	Mandatory if 'Person description' box not completed	Mandatory if 'Person description' box not completed	Mandatory if 'Person description' box not completed
Field rules	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated
Field Format	Able to select multiple incident types	Text box ~30 characters	Text box ~300 characters	Able to select one reason only	Numeric	Text box ~ 300 characters	Text box ~30 characters	Text box ~15 characters	Able to select one only	Able to select one only
Options	<ul style="list-style-type: none"> insufficient ID minors suspected intox 	Open field	Open field	<ul style="list-style-type: none"> approaching intoxication suspected intoxication violent anti-social illicit substances insufficient ID minor smoking in non-smoking area 	Open field	Open field with prompts: E.g. <ul style="list-style-type: none"> Build/height Hair Clothing-top Clothing-bottom Shoes Other e.g. tattoos Weapon Injury 	Open field	Open field	<ul style="list-style-type: none"> Under 18 18-25 26-34 35+ 	<ul style="list-style-type: none"> Male Female Other

Electronic register format and Excel/CSV reporting template for incidents

#	V	W	X	Y	Z	AA	BB	CC	DD	EE	FF	GG
Field name	Person of Interest 2 Name	Person of Interest 2 Phone	Person of Interest 2 Age	Person of Interest 2 Gender	Person of Interest 3 Name	Person of Interest 3 Phone	Person of Interest 3 Age	Person of Interest 3 Gender	Witness Details	Witness Details	Witness Details	Action taken / incident details
Reporting	Available if needed	Available if needed	Available if needed	Available if needed	Available if needed	Available if needed	Available if needed	Available if needed	Voluntary	Voluntary	Voluntary	Mandatory if reportable incidents #10-15
Field rules	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated
Field Format	Text box ~30 characters	Text box ~15 characters	Able to select one only	Able to select one only	Text box ~30 characters	Text box ~15 characters	Able to select one only	Able to select one only	Text box ~300 characters for names and contact details	Text box ~300 characters for names and contact details	Text box ~300 characters for names and contact details	Able to select more than one action taken
Options	Open field	Open field	<ul style="list-style-type: none"> Under 18 18-25 26-34 35+ 	<ul style="list-style-type: none"> Male Female Other 	Open field	Open field	<ul style="list-style-type: none"> Under 18 18-25 26-34 35+ 	<ul style="list-style-type: none"> Male Female Other 	Open field	Open field	Open field	<ul style="list-style-type: none"> patron refused entry patron refused service patron asked to leave first aid treatment supplied ambulance attended security attended police called by venue staff police involved Fail to Quit notice issued crime scene preserved Police /OLGR inspection

Electronic register format and Excel/CSV reporting template for incidents

#	HH	II	JJ	KK	LL	MM	NN	OO	PP
Field name	Incident summary report	CCTV exists?	Captured on CCTV?	CCTV burned to disc?	Linked to any other incidents?	Incident details	Manager Comment	Manager Approval	Manager details
Reporting	Mandatory	Mandatory if incidents #10-15	Mandatory if CCTV exists 'yes' box is checked	Mandatory if CCTV exists 'yes' box is checked	Mandatory	Mandatory if 'linked to other incidents?' box is checked	Voluntary	Mandatory	Auto filled - as per log in
Field rules	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	No ability to update	No ability to update	No ability to update
Field Format	Text box ~1300 characters no spaces	Able to select one only	Able to select one only	Able to select one only	Able to select one only	Text box ~30 characters	Text box ~300 characters	Able to select one only	N/A
Option	Open field	<ul style="list-style-type: none"> • Yes • No 	<ul style="list-style-type: none"> • Yes • No 	<ul style="list-style-type: none"> • Yes • No 	<ul style="list-style-type: none"> • Yes • No 	Open field	Open field	<ul style="list-style-type: none"> • Yes • No 	None