

Venue management practices

A fun, safe and vibrant venue low on community disturbance can help lower the potential risk of alcohol-related harm, and improve your relationship with the community and patrons.

There are a range of venue management strategies that can be applied in-venue, at the door and in the vicinity of your venue.

At the door

Security staff at the venue entrances can perform checks on patrons over and above the standard 18+ ID check. Often potential trouble to your venue can be avoided with more stringent checks and agreed restrictions with other liquor accord members.

Communication with patrons is critical and is an opportunity for your team to assess and pre-empt any high risk situations that may develop.

Suggested strategies

- **Refuse entry** if any patron is seen drinking on approach.
- **Check for signs of intoxication** when patrons are in a queue / at the door. See 'GL4003 – Intoxication guidelines' for more information at liquorandgaming.nsw.gov.au.
- **No glass / drinks taken outside** – No bottles, glasses or other alcohol containers are allowed to be taken outside of your venue.
- **The wearing of 'colours'** is not permitted
No clothing, jewellery or accessories of outlaw motorcycle related organisations allowed in the venue.

Patron behaviour

Outline accepted behaviour and provide information to patrons about their responsibilities.

Clearly defining what is and is not accepted behaviour transfers responsibility back to patrons. This can help staff if a patron is requested to leave.

Suggested strategies

- **Patron code of conduct** – outlines expected responsible, respectful behaviour.
- **Patron information products** – providing resources that educate and inform what you accept in your venue and the consequences.
Tip: Include info on intoxication, anti-social behaviour and leaving the venue.
- **Request to leave** – patrons that are intoxicated or behaving anti-socially are asked to leave the venue.
- **Failure to quit** – educate patrons on the offence they commit by refusing to leave or remaining around the venue when being removed or refused entry.

Drink Service

These strategies promote responsible service and consumption of alcohol in venues. These simple actions are aimed at reducing the risk of intoxication among patrons.

Suggested strategies

- **Limiting drinks** – patrons will only be served a set number of drinks each from an agreed time or at any time.
- **No shots** – no alcoholic shots are served from an agreed time or at all.
- **No doubles** – no alcoholic doubles are served from an agreed time or at all.
- **Alcohol % limits** – 'ready to drink' beverages with alcoholic content over agreed percentage will not be sold at agreed times.

Venue management practices

- **Last drinks** – cease service 30 minutes before closing. The aim is to reduce community disturbance, transport demands, and alcohol incidents by staggered exits.
- **Free food, soft drink and bottled water** – for designated drivers or to all patrons during peak trading periods or happy hours.

Managing in & around your venue

Implement strategies that help improve the behaviour within your venue and the relationship with your neighbours.

Suggested strategies

- **Standard barring policy** – this outlines why a patron will be ejected and also if barred from a venue. The barring only applies to the venue where they were ejected from.
- **Rubbish patrol** – collecting rubbish around your venue during or after closing is a proactive way to promote positive relationships with the community and council, and reduces the chance of injury from broken glass etc.
- **No footpath drinking** – No bottles, glasses or other alcohol containers are allowed to be taken outside of your venue.

Accord wide strategies

There are strategies that are most effective when introduced across all accord member venues to help improve the standard of service and management of patrons in the community.

Suggested strategies

- **Common barring policy** – under this policy accord venues agree to standard time periods to bar patrons that demonstrate anti-social or dangerous behaviour. Common barring requires clear procedures for its operation, and communication and cooperation between venues.
- **Inter-venue communication** – venues communicate with each other by phone, text or radio to share information and for

security purposes. Common issues include: refusal of entry, violent or anti-social behaviour, asking patrons to leave and/or criminal or suspicious activities.

- **ID scanners** – some liquor accord groups have voluntarily started using ID Scanner systems throughout their venues. This technology helps with ID checks, implementing bans, and increasing safety in venues.
- **Lock outs** – voluntary lock outs are when members agree to a certain cut-off time for entry to venues. This aims to reduce alcohol related incidents and disturbance to the community caused by patron migration.
- **Staggered closing times** – venues stagger closing times towards the end of the night to minimise disturbance from patrons to the community, and reduce pressure on available transport.
- **Transport schemes** – contribution to the cost involved in running transport options. Bus and taxi schemes help patrons leave venues safely and reduce the impact on the community, such as noise disturbance.
- **Strategy posters** – Liquor & Gaming NSW can create a custom designed display poster outlining the strategies your accord group uses to reduce alcohol-related harm in your venue and community. This helps clearly communicate your positive actions to patrons.

Reducing negative impacts of venues on the community and improving relationship with patrons and neighbours is better for business.

For further information

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