



Mr Sean Goodchild Director, Compliance Liquor and Gaming NSW Level 9 323 Castlereagh Street SYDNEY NSW 2000 Sean.goodchild@liquorandgaming.nsw.gov.au	Mr Campbell McIntosh Former Licensee Crossroads Hotel [REDACTED]	Stephen Duffy Senior Sergeant Western Region Licensing Coordinator Orana Mid-Western Police District 143 Brisbane Street DUBBO NSW 2830 duff1ste@police.nsw.gov.au	Lemah Management Pty Ltd Licensee Crossroads Hotel Mr David Hamel [REDACTED]
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26 September 2018

Dear Mr McIntosh

Reference No. DOC/177435
Matter Notification of a potential first strike offence
Notification submitted by Sean Goodchild, Director of Compliance Operations, Liquor and Gaming New South Wales
Licensee Mr Campbell McIntosh
Licence name Crossroads Hotel
Licence no. LIQH400116772
Licence type Liquor - hotel licence
Premises 170 Maitland Street
Narrabri NSW 2390
Issue Whether a first strike should be imposed against Mr Campbell McIntosh
Legislation Section 144E of the *Liquor Act 2007*

**Determination of a potential first strike offence in relation to
Mr Campbell McIntosh, the former licensee of Crossroads Hotel**

On 31 May 2018, Mr Sean Goodchild, Director Compliance Operations, Liquor and Gaming NSW (L&GNSW) submitted to the Independent Liquor and Gaming Authority (Authority) notification that the former licensee, Mr Campbell McIntosh (Former Licensee) of Crossroads Hotel had committed a prescribed offence and potentially incurred a first strike (Notification).

At its meeting on 15 August 2018, the Authority considered the Notification and submissions made by L&GNSW and the Former Licensee in response to the Notification. The Authority notes that NSW Police did not make any further submissions.

The Authority, based on the information before it, is satisfied that the Former Licensee committed the prescribed offence of 'licensee permit intoxication on licensed premises' and has decided to impose a first strike against the Former Licensee in accordance with section 144E of the *Liquor Act 2007* (Act).

The first strike will commence from 26 September 2018 and will expire on 26 September 2021.

Given the seriousness of harm, in the form of a patron being unwell as a result of the prescribed offence, the Authority considers that it may be in the public interest, subject to consideration of any final submissions, to take further remedial action against the licence of Crossroads Hotel (LIQH400116772).

The Authority is minded, subject to consideration of any final submissions, to take the following additional action against the licence:

1. under section 144G(1) of the Act, impose a condition on the licence requiring the Licensee to engage a person with a class 2A security licence or otherwise suitable qualification to prepare a Plan of Management (POM),
2. under section 144G(1) of the Act, impose a condition on the licence requiring the Premises to be operated in accordance with an approved POM at all times.

At the end of the statement of reasons, the Authority gives notice of its consideration to take the above measures against the licence and invites NSW Police, the Compliance Operations Unit of L&GNSW and the current Licensee to provide submissions before making a final decision. The timetable for the making of submissions is provided at the end of the statement of reasons.

Details regarding the right to seek a review of the Authority's decision to impose a first strike by the New South Wales Civil and Administrative Tribunal are also provided at the end of the statement of reasons.

If you have any questions about this letter, please contact the Reviews and Secretariat Unit via email at ilga.secretariat@liquorandgaming.nsw.gov.au

Yours faithfully



Philip Crawford
Chairperson
For and on behalf of the Independent Liquor and Gaming Authority

STATEMENT OF REASONS

Decision

1. On 14 May 2018, Mr Sean Goodchild, Director Compliance Operations, Liquor and Gaming NSW (L&GNSW) submitted to the Authority a notification that the former licensee, Mr Campbell McIntosh (Former Licensee) of Crossroads Hotel (Premises) had committed a prescribed offence (Notification).
2. The Notification included evidence that NSW Police (Police) issued the Former Licensee a Penalty Notice (PN) for the prescribed offence of '*licensee permit intoxication on licensed premises*' in relation to an incident that occurred at the Premises on 17 November 2017.
3. The Notification also included evidence, by way of Revenue NSW data, that the penalty notice was paid on 1 January 2018.
4. The Authority is satisfied that the Former Licensee has committed a prescribed offence and there are no other strikes in force against him and that permitting intoxication led to serious harm, in the form of a patron being unwell, due to how seriously affected she was by alcohol.
5. In accordance with section 144E of the Act, the Authority has decided to impose a first strike against the Former Licensee.
6. The Authority has also decided to take further remedial action against the licence under section 144G(1) of the Act. Notice of this action is provided at the end of this statement of reasons.
7. In reaching its decision, the Authority has had regard to the material before it, the legislative provisions under sections 3, 144B, 144C, 144E, 144F, 144G, 144H, 144M and Liquor Regulation 2008.
8. The first strike will commence from 26 September 2018 and will expire on 26 September 2021.

Material considered by the Authority

9. The Authority has considered the Notification and all submissions received in relation to the Notification.
10. The Authority is satisfied that procedural fairness was afforded to the Former Licensee and interested parties regarding this decision, as all parties required to be notified were provided with the opportunity to make submissions.
11. A list of the material considered by the Authority in making this decision is set out in Schedule A at the end of this statement of reasons.

Legislative framework

12. The Authority has considered the Notification in the context of the relevant legislative provisions as set out in Schedule B

Key findings

13. The Authority is satisfied that at the time of the Offence, based on the liquor licence document provided in the Notification, Mr McIntosh was the licensee of the Crossroads Hotel.
14. The Authority accepts NSW Police's account of the Offence contained in Computerised Operational Policing System (COPS) event report (number 65264309) which records the following information:
 - a. At approximately 10:30pm NSW Police attended the Premises as part of a covert licensing operation and observed a female patron displaying noticeable signs of intoxication. Police officers continued to observe the patron over a period of an hour and a half and noticed that she become seriously affected by liquor, which led to her being physically ill.
 - b. Police spoke to the manager on duty Mr Joseph Hungerford (Manager) at approximately 11:50pm that evening and declared their presence. The Manager admitted to serving the patron and that "she was seriously affected by intoxicating liquor" and "showing noticeable signs of intoxication".

- c. The patron arrived at the Premises at 6:00pm and consumed approximately 20 schooners of XXXX Gold while on the Premises.
 - d. The Manager also participated in a recorded interview and confirmed that the patron had been served the alcohol and was permitted to be intoxicated at the Premises.
 - e. On 21 November 2017, the Former Licensee attended the Tamworth police station and participated in an electronically recorded interview where he admitted to permitting intoxication on the Premises. Consequently, Police issued the Licensee a penalty notice.
15. The Authority acknowledges, on the basis of the Former Licensee's submission, that on the night of 17 November 2017, he was not on the Premises at the time the offence occurred and significantly regrets that it happened.
 16. The Authority notes that the Former Licensee submits that staff and the Manager should not have served the patron once she was observed to be intoxicated and should have encouraged her to leave the premises instead.
 17. The Authority acknowledges the Former Licensee's position that the offence was an exception and he has maintained the premises in accordance with the law and in respect of the responsible service of alcohol.
 18. The Authority further acknowledges that following the incident, the Former Licensee met with the Manager and staff to re-affirm their obligations to the responsible service of alcohol and issued a general warning.
 19. The Authority accepts L&GNSW's submission that the responsible service of alcohol is vital to ensuring that the sale, supply and consumption of liquor contributes to and does not detract from the amenity of community life. The poor practices exhibited at the Premises contributed to an increased risk of alcohol-related harm, neighbourhood disturbance and compromised the safety of patrons.
 20. The Authority is satisfied that the Manager was fully aware of his requirements to ensure the responsible service of alcohol. This finding is supported in the COPS report, in which the Manager admitted to permitting intoxication on the Premises.

Incurring a first strike

21. Under section 144E of the Act, the Authority, when determining whether a first strike should be incurred against a licensee, must be satisfied that:
 - a. the person has committed a prescribed offence, and
 - b. there is currently no other strike in force against them, and
 - c. the seriousness of any harm that may have resulted from or been associated with the commission of the offence warrants a first strike being imposed.
22. In accordance with section 144C of the Act, a person commits a prescribed offence if an amount is paid under a penalty notice in respect of an offence.
23. Based on the material before it, the Authority notes that the Former Licensee was issued a PN for the prescribed offence of *'licensee permit intoxication on licensed premises'* on 17 November 2017.
24. The Authority acknowledges that the PN issued to the Former Licensee was paid on 1 January 2018, which triggered consideration of whether a first strike should be incurred against the Former Licensee.
25. The Authority is satisfied that the Former Licensee has committed a prescribed offence pursuant to section 144C of the Act. This finding is made based on the Revenue NSW evidence provided in the Notification, which confirms the PN was paid on 1 January 2018.

26. The Authority, based on the material before it, is also satisfied there is no evidence suggesting any other strike is currently in force against the Former Licensee.
27. The Authority is satisfied, based on the COPs report evidence, the female patron was significantly intoxicated and seriously affected by alcohol which resulted in the patron being physically ill. The Authority considers this to be of a sufficiently serious nature and warrants the imposition of a first strike against the licensee.

Statutory considerations under section 144M(1)(c) of the Act

The Authority is satisfied:

- (i) Based on the current violent venue list in schedule 4 of the Act, the licensed premises is not a declared premises.
- (ii) On the basis of the material provided by L&GNSW, there is no evidence to suggest the venue size and patron capacity at the time hindered the Manager's ability to prevent the prescribed offences from occurring.
- (iii) On the basis of the material provided by L&GNSW, the Former Licensee does not have a prior history of committing prescribed offences.
- (iv) On the basis of the submission made by L&GNSW, the licensed premises does not have a history of violent incidents.
- (v) On the basis of the submission made by L&GNSW, the Offence indicates a failure in management practices with no evidence to indicate the licensee had procedures and controls in place to prevent intoxication on the premises and therefore other action under section 144G(1) of the Act in the form of conditions may be warranted in this circumstance, subject to consideration of any final submissions.
- (vi) On the basis of the material provided by L&GNSW, venue management changed from an individual licensee, Mr Campbell McIntosh, to Lemah Management Pty Ltd. Additionally, the Bar Manager involved in the commission of the offence, Mr Joseph Hungerford, is now the Approved Manager of the hotel.
- (vii) While L&GNSW contends in its submission that no changes to business practices have been made, the Authority accepts the Former Licensee's information, provided in a later submission, that the offence was an exception and that he met with the Manager and staff to re-affirm their obligations to the responsible service of alcohol and issued a general warning. Nevertheless, due to seriousness of harm that occurred, the Authority is not moved to decline to incur a first strike on this basis.
- (viii) On the basis of the material provided by L&GNSW, there are no other matters prescribed by the regulations the Authority is required to consider.

Conclusion

28. Having regard to the material before it, the Authority is satisfied that the Former Licensee has committed a prescribed offence and there are no other strikes in force against him and serious harm occurred as a result of the commission of the offence.
29. Accordingly, the Authority has decided to impose a first strike against Mr McIntosh under section 144E of the Act.
30. The first strike will commence from 26 September 2018 and will expire on 26 September 2021.
31. Given the seriousness of harm that occurred as a result of the commission of the prescribed offence, the Authority considers it that it may be in the public interest, subject to consideration of any final submissions, to take further remedial action against the licence under section 144G(1) of the Act.
32. Remedial action is intended to minimise the harm associated with the misuse and abuse of liquor and encourage responsible attitudes and practices towards the promotion, sale, supply and consumption of liquor.

Notice of proposed action against the licence under section 144G(1) of the Act

33. In accordance with section 144G(1) of the Act, the Authority is minded, subject to consideration of any final submissions, to impose the following two Plan of Management related conditions on the licence:

1. *The licensee must engage a person who holds a class 2A security licence, or is otherwise suitably qualified, to prepare a plan of management (POM) for the licensed premises and submit the POM to the Authority for approval within 1 month*

The plan should be systems based and adopt a continuing approach to address the following:

- 1) *Compliance with licence conditions and liquor laws.*
 - 2) *The responsible service of alcohol.*
 - 3) *Minimising disturbance to the neighbourhood particularly addressing effective management of patrons:*
 - a) *who are approaching intoxication, intoxicated, violent, quarrelsome or disorderly,*
 - b) *queuing to gain entry to the premises, and*
 - c) *within and departing the premises.*
 - 4) *Effective management and deployment of venue staff particularly addressing:*
 - a) *maintaining an incident register,*
 - b) *security and patron safety,*
 - c) *crime scene management procedures, and*
 - d) *induction and training.*
 - 5) *Appropriate responses to concerns raised by NSW Police or residents affected by the operation of the licensed premises.*
2. *The premises is to be operated at all times in accordance with the Plan of Management dated <insert date> as may be varied from time to time after consultation with NSW Police. A copy of the Plan of Management is to be kept on the premises, and made available for inspection on the request of a police officer, council officer, Liquor and Gaming NSW inspector, or any other person authorised by the Independent Liquor and Gaming Authority.*

34. NSW Police and L&GNSW are invited to provide submissions in response to the Authority's consideration to take the above action and will have until 10 October 2018 should they wish to do so.

35. Pursuant to section 53(4) of the Act, the current Licensee, Lemah Management Pty Ltd will then have until 24 October 2018 to provide any final submissions in reply before the Authority makes its final decision.

36. Submissions should be made to the Reviews and Secretariat Unit via email at ilga.secretariat@liquorandgaming.nsw.gov.au and a copy provided to each of the parties to whom this letter is addressed.

Yours faithfully



Philip Crawford
Chairperson
For and on behalf of the Independent Liquor and Gaming Authority

Important Information:

In accordance with section 13A of the *Gaming and Liquor Administration Act 2007* a relevant person (the Applicant or a person who was required to be notified of the prescribed Application and who made a submission to the Authority or the Secretary in respect of the prescribed Application) who is aggrieved by this decision may apply to NCAT for an administrative review under the *Administrative Decisions Review Act 1997*.

An application to NCAT must be made within 28 days of notice of this decision being published on the liquor and gaming website <http://www.liquorandgaming.nsw.gov.au/Pages/ilga/decisions-of-interest/decisions-of-interest.aspx> and be accompanied by the fee prescribed by the regulations.

For more information please contact the NCAT Registry at Level 10 John Maddison Tower, 86-90 Goulburn Street Sydney. The NCAT website is at <http://www.ncat.nsw.gov.au/>.

Schedule A – Material Considered by the Authority

1. Notification of potential first strike from L&GNSW, dated 30 May 2018, which comprised of:
 - a. Copy of COPS event 65264309.
 - b. L&GNSW liquor licence records as at 3 January 2018 setting out the key liquor details for the licence of Crossroads Hotel.
 - c. Application to transfer liquor licence dated 8 January 2018
 - d. Updated L&GNSW liquor licence records as at 8 May 2018 setting out the key liquor details for the licence of Crossroads Hotel.
 - e. Extract of Revenue NSW penalty notice data as at 1 May 2018.
2. Submission from L&GNSW in relation to the Notification, dated 30 May 2018.
3. Submission from Mr David Cumming, Lyons Barnett Kennedy on behalf of Former Licensee in relation to the Notification, dated 28 June 2018.

Schedule B – Legislative Framework

3 Objects of Act

(1) The objects of this Act are as follows:

- (a) to regulate and control the sale, supply and consumption of liquor in a way that is consistent with the expectations, needs and aspirations of the community,
- (b) to facilitate the balanced development, in the public interest, of the liquor industry, through a flexible and practical regulatory system with minimal formality and technicality,
- (c) to contribute to the responsible development of related industries such as the live music, entertainment, tourism and hospitality industries.

(2) In order to secure the objects of this Act, each person who exercises functions under this Act (including a licensee) is required to have due regard to the following:

- (a) the need to minimise harm associated with misuse and abuse of liquor (including harm arising from violence and other anti-social behaviour),
- (b) the need to encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor,
- (c) the need to ensure that the sale, supply and consumption of liquor contributes to, and does not detract from, the amenity of community life.

144B Definitions

(1) In this Part:

business owner, in relation to a licence, means an owner of the business carried on under the licence.

prescribed offence means an offence against any of the following provisions of this Act or any other provision of this Act or the regulations that is prescribed by the regulations for the purposes of this definition:

- (a) section 9 (sale or supply of liquor contrary to licence), but only where the offence relates to the sale or supply of liquor on or in relation to licensed premises outside of the trading hours of the premises,
- (b) section 11 (2) (breach of licence conditions), but only in respect of a condition imposed under:
 - (i) Division 4 of Part 6, or
 - (ii) Division 2 or 3 of this Part, or
 - (iii) Schedule 4,

that restricts the trading hours of licensed premises or prohibits patrons from entering licensed premises at certain times,

- (c) section 73 (1) (a) or (b) (permitting intoxication or indecent, violent or quarrelsome conduct),
- (d) section 73 (2) (selling or supplying liquor to an intoxicated person),
- (e) section 74 (1) (b) or (2) (permitting the sale, possession or use of a prohibited plant or drug),
- (f) section 75 (3) (failure to comply with a direction given by the Secretary),
- (g) section 82 (6) (failure to comply with a short-term closure order),
- (h) section 84 (7) (failure to comply with a long-term closure order),
- (i) section 102A (2) (failure to comply with a notice issued by the Secretary),
- (j) section 117 (1), (2) or (8) (selling or supplying liquor to a minor or allowing such sale or supply),
- (k) section 149 (licensees and managers liable for act of employees etc) in respect of a contravention of section 73 (2), 75 (3) or 117 (1) or (2).

remedial action means any action that the Authority is authorised to take under section 144F, 144G or 144J.

reviewable decision means a decision (including a decision to impose a condition on a licence) made by the Authority under this Part.

(2) A reference in this Part to the licensee or manager of licensed premises includes a reference to a former licensee or manager of licensed premises.

144C Committing prescribed offence

(1) For the purposes of this Part, a person commits a prescribed offence if:

- (a) a court convicts the person for the offence (whether or not it imposes any penalty), or
- (b) an amount is paid under a penalty notice in respect of the offence, or
- (c) a penalty notice enforcement order under the Fines Act 1996 is made against the person in respect of the offence.

(2) However, if:

- (a) the conviction is overturned on appeal, or
 - (b) the person elects, after an amount is paid under the penalty notice, to have the offence dealt with by a court, or
 - (c) the penalty notice, or the penalty notice enforcement order to the extent that it applies to the penalty notice, is withdrawn or annulled,
- any strike under this Part that is based on the conviction, penalty notice or enforcement order is revoked and any remedial action taken as the result of the strike ceases to have effect.

(3) Prescribed offences that are committed in relation to a particular licence or licensed premises within a single 24 hour period are taken, for the purposes of this Part, to be a single prescribed offence.

144E Strikes incurred by licensees or managers of licensed premises

(1) A first strike is incurred by a person who is the licensee or manager of licensed premises if:

- (a) the person commits a prescribed offence, and
- (b) no other strike is in force against the person when the offence was committed, and
- (c) the Authority decides to impose the first strike because of the seriousness of any harm that may have resulted from, or been associated with, the commission of the offence.

(2) A second strike is incurred by a person who is the licensee or manager of licensed premises if:

- (a) the person commits a prescribed offence, and
- (b) 1 strike was in force against the person when the offence was committed, and
- (c) the Authority decides to impose the second strike because of the seriousness of any harm that may have resulted from, or been associated with, the commission of the offence.

(3) A third strike is incurred by a person who is the licensee or manager of licensed premises if:

- (a) the person commits a prescribed offence, and
- (b) 2 strikes were in force against the person when the offence was committed, and
- (c) the Authority decides to impose the third strike after taking the following into account:
 - (i) the seriousness of any harm that may have resulted from, or been associated with, the commission of the offence,
 - (ii) any other matter that may be prescribed by the regulations.

144F Remedial action against licensee or manager of licensed premises

(1) If the licensee or manager of licensed premises incurs 1 strike that is in force, the Authority may, by order in writing, require the person to undertake such courses of training or instruction as the Authority considers appropriate for the purposes of managing or reducing the risks that contributed to the commission of the prescribed offence in respect of which the strike was incurred.

(2) If the licensee or manager of licensed premises incurs 2 strikes that are in force, the Authority may do any one or more of the following:

- (a) take any action specified in subsection (1),
- (b) reprimand the person,
- (c) order the person to pay, within the time specified in the order, a monetary penalty not exceeding 5 penalty units.

(3) If the licensee or manager of licensed premises incurs 3 strikes that are in force, the Authority may do any one or more of the following:

- (a) take any action specified in subsection (1) or (2),
- (b) by order in writing, disqualify (permanently or for a specified period) the person from being the licensee or manager of any licensed premises.

(4) Any monetary penalty ordered to be paid under this section is payable to the Secretary.

144G Remedial action—imposition of licence conditions

(1) Remedial action for 1 strike

If a person who is the licensee or manager of licensed premises incurs 1 strike that is in force, the Authority may impose conditions on the licence that relate to any one or more of the following:

- (a) the use of plans of management and incident registers in respect of the licensed premises,
- (b) the prohibition of the use of glass or other breakable containers on the licensed premises,
- (c) the engagement of persons to promote the responsible service of alcohol on the licensed premises,
- (d) the notification of persons, by the licensee, that the strike has been incurred,
- (e) any other matter that may be prescribed by the regulations.

(2) Remedial action for 2 strikes

If a person who is the licensee or manager of licensed premises incurs 2 strikes that are in force, the Authority may impose conditions on the licence that relate to any one or more of the following:

- (a) in the case where the licence is held by a corporation—the persons who may be appointed as a manager of the licensed premises,
- (b) the implementation of security measures in respect of the licensed premises,
- (c) the prohibition of the sale or supply of liquor on the licensed premises before 10 am or after 11 pm (or both),
- (d) the prohibition of patrons entering the licensed premises at certain times,
- (e) the prohibition of the sale or supply of certain types of liquor on the licensed premises (including liquor with a high alcohol content or liquor that is intended to be consumed rapidly such as a shot),
- (f) the prohibition of certain types of entertainment on the licensed premises,
- (g) any matter referred to in subsection (1),
- (h) any other matter that may be prescribed by the regulations.

(3) Remedial action for 3 strikes

If a person who is the licensee or manager of licensed premises incurs 3 strikes that are in force, the Authority may do any one or more of the following:

- (a) by order in writing, suspend the licence for up to 12 months,
- (b) by order in writing, cancel the licence and disqualify (for up to 12 months) any of the following persons from being granted a licence in respect of the premises to which the cancelled licence related (the subject premises):
 - (i) any person who was a business owner under the cancelled licence at the time the prescribed offence resulting in the third strike being incurred was committed,
 - (ii) any close associate of any such business owner,
- (c) impose a condition on the licence, or any subsequent licence issued in respect of the subject premises, that a person who is disqualified under paragraph (b) must not be employed or otherwise engaged as an employee or agent of the licensee or manager of those premises,
- (d) impose a condition on the licence relating to any matter referred to in subsections (1) and (2),
- (e) impose, vary or revoke any other condition on the licence that is not inconsistent with this Act.

144H Authority may impose other conditions in certain circumstances

(1) If, in relation to licensed premises, the Authority is satisfied that:

- (a) there is or has been a practice of terminating the employment of persons as the licensee or manager of the premises primarily for the reason of avoiding remedial action being taken in respect of the licence as a result of strikes incurred by such persons, and
- (b) there has been, with the subsequent employment of any person as the licensee or manager of the premises, no improvement in managing or reducing the risks that contributed to the commission of the prescribed offences in respect of which those strikes were incurred,

the Authority may impose conditions on the licence to limit the practice referred to in paragraph (a) or to manage or reduce the risk of the commission of prescribed offences on the licensed premises.

(2) The conditions that the Authority may impose under this section include conditions relating to the employment of a person as the licensee or manager of the licensed premises.

144M Requirements relating to making of reviewable decisions

(1) The Authority must, in making a reviewable decision:

- (a) notify the following persons in writing that the Authority is deciding the matter and invite those persons to make a submission within a specified period of at least 21 days:
 - (i) the licensee or manager in respect of whom the decision relates,
 - (ii) if the decision is whether a second or third strike should be imposed—each interested person in the business carried on under the licence concerned (but only if the person's name has been provided to the Authority under section 41 or 55) and the owner of the licensed premises,
 - (iii) any other person prescribed by the regulations, and
- (b) take into account any submissions received before the end of the specified period from any of the following:
 - (i) a person referred to in paragraph (a),
 - (ii) the NSW Police Force,
 - (iii) Liquor and Gaming NSW, Department of Industry, and
- (c) take into account each of the following to the extent that the Authority considers it to be relevant to the decision:
 - (i) whether the licensed premises were declared premises within the meaning of Schedule 4 when the offences that caused a strike are alleged to have been committed,

- (ii) the size and patron capacity of the licensed premises and how this may impact on the ability of the licensee or manager to prevent the commission of prescribed offences,
- (iii) the history and nature of the commission of prescribed offences by the licensee or manager,
- (iv) the history and nature of violent incidents that have occurred in connection with the licensed premises,
- (v) whether other action would be preferable,
- (vi) whether there have been changes to the persons who are the licensee, manager or business owner,
- (vii) whether there have been changes to the business practices in respect of the business carried on under the licence,
- (viii) any other matter prescribed by the regulations.

(2) Subsection (1) does not prevent the Authority from taking into account any other matter that the Authority considers relevant to the proper making of a reviewable decision.

(3) The Authority must, as soon as practicable after making a reviewable decision, give notice in writing of the decision, the reasons for the decision and any right of review in respect of the decision to each person that is required to be notified by the Authority under subsection (1) (a) in respect of the decision.

(4) A submission provided to the Authority under subsection (1) (b) (i) may not be used for the purposes of prosecuting an offence under this Act.

(5) The regulations may prescribe guidelines setting out how the matters referred to in subsection (1) (c) are to be taken into account by the Authority.