



Code of Conduct 2011/12 Liquor Industry Action Group- Caboolture Corridor

The purpose of this accord is to give the members of this group an outline of the standard of behaviour, in business dealing, that is required for venues to minimise the effects on the community associated with alcohol vending.

To obtain membership in this group, the candidate must undertake the principles of this accord and strive to apply the strategies outlined. To signify membership within this group, the venue would be able to advertise and promote with the group logo.

The accord would be self-regulating, with the group as a whole staging open forums for any members that operate outside the accord, at the monthly meetings. If a member continues to operate outside the accord, their membership may be revoked by a majority decision. This member would no longer be able to advertise or promote with the group logo.

The main principles of the accord are:-

1. RESPONSIBLE SERVICE OF ALCOHOL

- a. To obtain and maintain a RSA trained staffing level of 100% or better, for all, on and off premises staff. This level should also include all levels of management and Licence holders. To ensure that all training is refreshed within three years and new employees are trained within three months of their commencement of employment.

2. IMPROVED SAFETY AND SECURITY

To provide a safe and secure environment for all guests and staff by creating and implementing a Code of Conduct for all security providers engaged within venues in the Caboolture Corridor:

- a. All guards must hold a current Security Providers Licence
- b. All guards must hold a current Senior First Aid Certificate
- c. All guards must hold a current RSA Certificate and recertify every three years
- d. Enforce a “no strike” policy where guards may only retaliate when defending themselves or under extreme circumstances
- e. Enforce correct book keeping procedures, to ensure all paperwork is completed honestly and correctly
- f. Encourage an open line of communication between all staff and security, so that all employees are striving for the same goals
- g. Provision for transport for patrons at closing times to ensure patrons depart the venues safely and quickly

3. IMPROVED COMMUNITY RELATIONS

An undertaking between Government organisations (i.e. Queensland Police, Liquor Licensing, Queensland Health and Local Council) and local community organisations and businesses (i.e. transportation companies, security providers and schools) to work with venues to minimise the impact of alcohol related problems and increase the perception of these venues within our community.

To foster a strong working relationship between all groups so as to obtain a free flow of information, ideas and strategies. Obtain aid and funding to ensure better education and awareness campaigns for both the community and venue operators.

4. VENUE STANDARDS

Fighting/Disturbances/Banning patrons – see LIAG and venue Constitutions & By-Laws – this needs to be clearly displayed.

5. UPHOLD AND MAINTAIN STANDARDS ACROSS THE BOARD

- a. Fire Evacuation Procedures
- b. Licensing (Liquor)
- c. Council Requirements
- d. Health Regulations

6. ATTENDANCE TO LIAG MEETINGS

All LIAG members to attend 60% of meetings during a 12 month period or else risk their membership being revoked.

7. CONFIDENTIALITY

All LIAG members and guests to abide by full confidentiality in regards to any areas of discussion and meeting information that may disclose information, identification or exposure to any person, community organisation or business in the course of meetings.

All Licensed venue management and staff to abide by full confidentiality that may disclose information, identification or exposure to any person, community organisation or business for the purposes of bans / exclusions or regarding information documented in meeting minutes.