

YARRA LIQUOR FORUM MEETING MINUTES

Date: Tuesday 4 December 2018

Time: 3pm - 4:30pm

Location: Lulie Street Tavern - 225 Johnston Street, Abbotsford

Members/other attendees present: refer to Attendance Register

Chair: A/Inspector Trish Duke (Victoria Police)

Items discussed:

1. **Welcome and thanks**

The chair thanked Lulie St Tavern for hosting and members for attending.

2. **Statement of Recognition of Wurundjeri Land**

3. **New approaches to crowd control services**

Alex Albrecht, Emma Ward, and Maxwell Stuart - Positive Reinforcement

<http://positivereinforcement.com.au/>

- The culture is changing to a focus on safer spaces for more diverse crowds. Venues are trying to change their approach but security companies are not always on the same page.
- Certificate II security protocols don't adequately prepare Crowd Control Officers for situations they might encounter and a new/different perspective is needed that has a different approach to crowd control.
- Positive Reinforcement have developed a training program that responds to this gap. The training consists of 5 short modules and is delivered online as a supplement to the Certificate II in Security Operations.
- 5 modules have been developed:
 - Recognising and responding to sexual harassment and assault
 - Managing unconscious bias
 - Working with the LGBTQIA community
 - Duty of care in working with drug affected patrons
 - Alternate conflict resolution methods
- Crowd Control Officers employed by Positive Reinforcement are paid award wages (as required by law).

4. **Disability awareness and inclusion**

Liz Wright, MetroAccess Officer, Maribyrnong City Council

Laurice Younge, Metro Access Project Officer, Yarra City Council

- Showed a film about Bandmates: *Bandmates Victoria matches volunteers with music lovers with disability and/or mental health issues, supporting them to get out and experience Melbourne's live music scene and make new social connections.*
<https://www.artsaccess.com.au/bandmates-victoria/>
- There is a demand for people with a disability to go out to venues and see live music. 1 in 5 people have a disability.

- It's not about pushing venues to do expensive accessibility fit-outs but rather a focus on the social – being welcoming, having awareness and supporting all your patrons. Teaching staff to work with a bigger audience.
- They offer support and venue training to help people feel more comfortable with communication – with a focus on respecting people, speaking normally and being perceptive.
- Often mental health issues can be harder to understand than physical disabilities and discrimination can come in different forms, both indirect and direct.
- Some people have companion cards, meaning they can't go out alone. In these instances a companion is entitled to free entry.
- The main message they wanted to communicate was for venues to be more safe, inclusive and diverse, and to capitalise on a broader economy.
- There was a question about taxis/ubers not accepting a man with a companion dog. Uber is less regulated but if venues are having issues with taxis (including not accepting short trips) they should be reported to the taxi commission.
- Also to note, whilst it is legislated that venues accept assistance/guide dogs – if you are uncertain whether it is a service dog you can ask for appropriate certification.
- Another question was about what type of training is offered. There is currently two types:
 - Arts Access program *Open your Eyes: Disability awareness training* which is 3,5 hours (separate from Bandmates), and
 - Shorter 2 hour version
- The training is focused on language and behaviour and is very conversational and interactive.
- Cost for training will be clearer in the new year, pending funding decisions. Up until now training has been offered to venues free of charge.

5. Police update

A/Inspector Trish Duke - Victoria Police

- The AFL grand-final went well this year. Well prepared and less crowds than expected. Not sure what the approach for Swan Street will be next year, a decision will be made closer to the time.
- The police are looking for everyone to have a safe night on New Year's Eve. Patrols will be out and Yarra police are working with police in the city to respond to anything that happens on the night. The main planned outdoor event in Yarra is at Edinburgh Gardens but people are mostly in venues on NYE.
- January 26, less venue based.

6. VCGLR update

Paul Murtagh, Compliance Inspector, Victorian Commission for Gambling and Liquor Regulation

- Contacts at VCGLR include:
 - Paul Murtagh, Compliance (mostly inner-city, but not restricted to)
 - Gary Chapman, Compliance (Yarra and other areas)
 - Adam Ockwell, Director of Compliance (new)
- Snapshot of some amendments to the Liquor Control Reform Act:
 - Removal of the RSA register, whereas certificates need to be kept
 - Under no circumstances can a minor be given liquor on a licensed premises
 - Unfinished bottles of liquor can now be taken home from restaurants, provided they can be sealed.

- Reminder that there is a 6-8 week processing time for temporary license applications.
- Distributed materials on RSA principles, NYE automatic extension, responsible advertising on websites
- New online liquor portal is easy to register for and use and means licenses can be accessed before they are printed, and has some additional admin features.
- With regard to CCTV cameras at venues, venues are encouraged to conduct their own audit and the simplest way to do this is to follow the wording on your liquor license. Some common mistakes to look out for:
 - Check accuracy of date and time stamp
 - Make sure it covers the required areas
 - Camera quality
 - Requirement of 1 month retention period
- Other things they come across: crowded footpaths and people asleep in venues.

7. **Location for next Yarra Liquor Forum (Tues 5 March 2019, 3.00-4.30 pm)**

Thank you to the Peel Hotel who have offered to host.