

GREATER DANDENONG LIQUOR ACCORD 2026–2028



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VICTORIA POLICE

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Purpose of Greater Dandenong Liquor Accord (The Accord)

- The purpose of the Greater Dandenong Liquor Accord is to contribute to the health, safety and wellbeing of residents and visitors to Greater Dandenong and to minimise harm. This will be achieved by promoting the responsible service, sale and consumption of alcohol and encouraging high community behaviour standards.

Stakeholders

The success of the Greater Dandenong Liquor Accord relies on commitment from the following stakeholders:

Licensees

- promote and support the Greater Dandenong Liquor Accord;
- work with the other stakeholders and Greater Dandenong Liquor Accord members to assist in maintaining compliance with relevant laws, licensing regulations and licence conditions;
- participate in meetings and the monitoring and evaluation of the Greater Dandenong Liquor Accord; and
- work in partnership with other stakeholders in related community projects.

Local council

- promotes and supports the Greater Dandenong Liquor Accord;
- uses reasonable endeavours to provide adequate CCTV in Greater Dandenong and regularly assess its effectiveness;
- works with other regulatory authorities to ensure all licensed venues are monitored for compliance with relevant laws, licensing regulations and conditions;
- participates in the monitoring and evaluation of the Greater Dandenong Liquor Accord; and
- works in partnership with key stakeholders in related community projects.

Victoria Police

- monitors licensed premises compliance with the *Liquor Control Reform Act 1998* (Vic) requirements and other relevant legislation;
- provides appropriate data to the Greater Dandenong Liquor Accord relating to alcohol management and crime;
- maintains membership of the Greater Dandenong Liquor Accord;
- participates in the monitoring and evaluation of the Greater Dandenong Liquor Accord; and
- works in partnership with key stakeholders in related community projects.

Liquor forum chairperson/administration

- maintains membership of the Greater Dandenong Liquor Accord, including up-to-date contact details;
- sends timely meeting reminders and minutes to members via email and distribute relevant information from Liquor Control Victoria to members;

- organises guest speakers when applicable and maintain the momentum of the Greater Dandenong Liquor Accord; and
- updates this Greater Dandenong Liquor Accord document as required.

Liquor Control Victoria (LCV)

- monitors licensed premises compliance with the *Liquor Control Reform Act 1998* (Vic) requirements and other relevant legislation;
- provides on-going support and guidance for the Greater Dandenong Liquor Accord, licensees and their managers, on the *Liquor Control Reform Act 1998* (Vic) requirements; and
- supports the Greater Dandenong Liquor Accord by providing a bi-monthly newsletter, up-to-date information and advice and attend meetings where possible.

Administration

The duties of administration are to:

- display current liquor licence in a position that invites public attention;
- ensure staff understand licence conditions, including trading hours and other obligations;
- ensure staff know what the red line plan is and where to find a copy so it can be provided to Victoria Police or LCV inspectors when requested;
- ensure correct [LCV required signage](#) is on display; and
- record all incidents in an incident register book, noting the time, date and staff member involved in the incident if applicable.

Responsible Service of Alcohol (RSA)

- RSA training is mandatory for licensees (except in the case of a body corporate) and staff selling, offering or serving liquor under a general licence, on-premises licence, late night licence, packaged liquor licence and any other licences which are subject to a condition in relation to responsible service of alcohol;
- If the Licensee is a body corporate (company), the Licensee must ensure that the responsible person completes an approved RSA program within 3 years from the date on which the person last completed an approved RSA program (s 108AA);
- Licensees must ensure that staff who sell, offer for sale or serve liquor on licensed premises must complete an approved RSA training course within one month from the date the person first sells, offers for sale or serves liquor;
- Licensee must ensure staff are undertaking the [approved course](#), which issues the correctly branded certificate. Statement of Attainments are not sufficient. The approved training course is the nationally accredited RSA course titled 'Provide responsible service of alcohol (SITHFAB021)'. LCV's [free online refresher course](#) must be completed every three years;
- Have a copy of every staff member's most recent correctly branded RSA certificate available on request. Check staff know where to access the certificates;
- Display LCV's [RSA Principles poster](#) in staff room/back of house.

Responsible advertising and promotions

- Adhere to LCV's [Guidelines for Responsible Alcohol Advertising and Promotions](#);
- Refrain from pricing practices or promotions that encourage rapid consumption of alcohol or alcohol abuse;
- Keep 'happy hours' to a maximum of two hours per day;
- Serve drinks at standard measures;
- Promote and ensure free water is available for patrons;
- Remember advertising and promotions relate to in-house, social media/online and external promoters.

Intoxication

- It is against the law to serve alcohol to an intoxicated person;
- Ensure all staff, including security, are aware of [LCV Intoxication guidelines](#);
- Remind staff about the early signs of intoxication and the importance of intervening early.
- Promote non-alcoholic beverages and snacks;
- Encourage patrons to drink responsibly and let them know they will be asked to leave if they become drunk, violent or quarrelsome.

Crowd controllers

If licensees have a crowd controller condition on their licence, they must abide by certain requirements.

- Ensure crowd controllers have a current licence under the *Private Security Act 2004* (Vic) – [status can be checked online](#);
- Maintain a crowd controller's incident register book (this is separate to an in-house incident book);
- Brief security before their shift about expectations, including conflict resolution and communicating with stakeholders;
- Ensure security maintain queues in an orderly fashion;
- Check ID of all patrons who look under 25 years old;
- Walk around the outside perimeter of the venue to look for potential risks such as patrons pre-loading or minors trying to access venue.

Minors

Minors are not permitted to drink alcohol on licensed premises under any circumstances.

- Anyone under the age of 18 years is considered to be a minor;
- The [legal drinking age in Victoria is 18 years](#). It is illegal for anyone to supply alcohol to a minor on licensed premises. It is also illegal for a minor to be on licensed premises to purchase, receive or consume alcohol;
- A minor may be present on licensed premises if they are in the company of a responsible adult;
- A responsible adult is defined as a person who is 18 years or older and is:
 - the minor's parent, step-parent, guardian, grandparent;

- the minor's spouse who is over the age of 18 years; or
- a person acting in place of a parent and who could reasonably be expected to supervise the minor – for example, a sporting coach.
- An unaccompanied minor cannot be present on licensed premises unless the licensed premises:
 - have a condition or exemption on their licence allowing unaccompanied minors being present thereon (for example, a junior sports club);
 - hold a restaurant and cafe licence (until 11pm); or
 - hold an on-premises licence with restaurant conditions (until 11pm).
- Other circumstances that permit unaccompanied minors on licensed premises are if the minor is:
 - having a meal;
 - a resident of the premises if accommodation is supplied;
 - employed by the licensee but not involved in the sale or supply of alcohol; or
 - completing an LCV approved training program in hospitality and they're on the premises as part of that training course (approval is provided in writing and it includes a condition the minor is closely supervised whilst serving).

Licensees must:

- prominently display LCV required signage about restrictions on minors;
- brief staff on when minors can legally be there and the definition of a 'responsible adult';
- [ensure underage staff are not involved in the sale or supply of alcohol](#), including taking orders/payment for alcohol or delivering alcohol to a table; and
- maintain a list/register of minors employed on the premises (which can be the time and wages record book) and make it available upon request for viewing by Victoria Police or an LCV inspector.

Acceptable forms of identification

It is important to check identification (ID) before a person enters or is at the bar.

- [Acceptable forms of ID](#) are:
 - Australian driver licence (physical or digital);
 - Victorian learner permit (physical or digital);
 - Foreign driver licence in the English language or if not in the English language, must be accompanied by an official English translation or an International Driving Permit;
 - [Victorian Proof of Age card](#) or an equivalent from another state or territory of Australia;
 - Keypass card (physical or [digital](#));
 - Australian or foreign passport; and
 - Victorian marine licence.
- Apply the following standards when checking ID:
 - Ask customer to remove ID from their wallet/purse and pass to a staff member, so they can hold and inspect it;
 - If checking digital ID, don't touch the customer's phone;
 - Check date of birth is accurate and hasn't been tampered with (check back of the ID too);
 - Photo matches the person presenting the ID, paying close attention to physical features;
 - Photo is checked to ensure it has not been substituted or tampered with;
 - If staff believe an ID is false, defaced or not the person presenting the ID, confiscate it and forward to police ASAP (excluding a driver licence).

Amenity

Be considerate of your neighbours and respect the amenity of the area in and around your licensed premises.

- Ensure entrances and exits are well lit and clear;
- Ensure immediate surroundings are safe and allow good visibility of patrons arriving and departing;
- Minimise noise generated from the premises, for example keep doors closed, be mindful of noise from beer gardens/courtyards;
- Encourage phased and orderly exit of patrons from premises when closing;
- Assist patrons in accessing safe transportation out of the area;
- Display signage about patrons respecting the neighbours when departing the venue;
- Ensure rubbish in the surrounding area is removed after closing – providing bins may assist;
- Be considerate of neighbours when emptying glass bottles into outdoor rubbish bins, avoid it late at night;
- Provide ongoing training for staff such as first aid, emergency evacuation and conflict resolution;
- Have regular team meetings to ensure staff are up to date with legislative requirements and management expectations;
- Share information and knowledge gained at liquor forums with all staff.

Closed circuit television (CCTV)

If applicable to the liquor licence:

- Abide by CCTV requirements as per licence conditions;
- Ensure CCTV equipment is serviced regularly;
- Ensure staff know how to access footage when requested.

Packaged liquor licence holders

- Do not allow unaccompanied minors on the premises;
- Develop a 'house rules' document for the venue;
- Be vigilant about secondary supply, for example decline the sale if alcohol is suspected of being purchased for a minor (third party).

Communication

- Have a policy or procedure for notifying other venues of problematic patrons or relevant incidents;
- Abide by privacy laws during group chats or other communication between neighbouring venues (used in the event of ejecting or refusing entry to patrons);
- Ensure contact details of neighbouring venues are routinely updated;
- Maintain close liaison and open communication with all other Greater Dandenong Liquor Accord members and stakeholders.

Management of events

- Inform Victoria Police in advance of any events likely to increase patronage;
- Ensure you have appropriate staff and security rostered during events, including New Year's Eve, other public holidays, and School Leaver's period;
- Ensure staff are easily identifiable;
- Develop a house policy outlining how the event/function will be delivered and measures in place to manage alcohol responsibly;
- Provide information to patrons on safe transport options;
- Monitor the amenity of your venue regularly for any litter, damage, and noise – particularly at the end of the event;
- Use plastic glasses where possible to reduce glass injuries.

Membership

- Membership will include representation from the Council and Victoria Police;
- Membership will be available to agencies with interest and expertise in liquor licensing and the reduction of harm within the accord area and at licensed venues;
- Membership is voluntary and open to all liquor licensees within the accord area;
- Membership requires attendance and participation at quarterly meetings, communication with other stakeholders and commitment to implementing any agreed changes within your own agency/premises;
- By agreement of Greater Dandenong Liquor Accord members at any Accord meeting, membership may be extended to any agency with an interest, expertise, or commitment to the reduction of harm;
- A representative from LCV will be invited to all meetings;
- Licensees who agree to and sign the statement of commitment certificate will become members;
- A member may resign by written notice to the liquor forum chairperson/administrator or Victoria Police;
- A member is taken to have resigned if:
 - the liquor forum chairperson/administrator or Victoria Police has made a written request to the member to confirm that they wish to remain a member; and
 - the member has not, within 14 days after receiving that request, confirmed in writing that they wish to remain a member.
- If the liquor forum chairperson/administrator or Victoria Police is satisfied that a licensee member (**relevant member**) has failed to comply with the Greater Dandenong Liquor Accord or refuses to support the purpose of the Greater Dandenong Liquor Accord, disciplinary action may be taken against the relevant member as follows:
 - A letter will be sent to the relevant member stating:
 - that it is proposed to take disciplinary action against the relevant member;
 - the grounds for the proposed disciplinary action; and
 - that the relevant member will be allowed to make submissions in writing or at the next Greater Dandenong Liquor Accord meeting.
 - The relevant member must confirm in writing within 14 days of receiving the letter if they wish to make any submissions in writing or at the meeting;
 - At the next Greater Dandenong Liquor Accord meeting, if the relevant member is in attendance, they will be given time to speak. If a written submission has been sent, then that will be read. The members present at the meeting (other than the relevant member) may decide to:
 - take no further action against the relevant member;
 - reprimand the relevant member; or
 - cancel the relevant member's membership of the Greater Dandenong Liquor Accord.
 - The discussion and any outcome will be recorded in the meeting minutes.
- If a licensee's membership of the Greater Dandenong Liquor Accord is cancelled, they may apply to become a member again after 12 months. The application may only be accepted by agreement of Greater Dandenong Liquor Accord members at an Accord meeting.

Liquor Accord Member list

Venue name
Albion Hotel
Burden Park Bowling Club
Players Hotel
Club Noble
Dandenong Club
Dandenong RSL
Dandenong Worker's Club
Keysborough BWS
Noble Park RSL
Greyhounds Entertainment
Sandown Park Hotel
Highways
Waltzing Matilda
Springvale RSL
Keysborough Hotel
Receptions @ Sapphire
Springvale Botanical Cemetery & Bunurong Memorial Park
Sin City Gentlemen's Club

Venues who become members of the Accord will sign their agreement and membership records will be kept by Victoria Police.

LCV Accord Banning guidelines

Please note these guidelines are mandatory and cannot be modified in any way. Your own banning policy is independent of this document and does not form part of the formal approval process.

The *Liquor Control Reform Act 1998* (Vic) (**the Act**) provides that two or more licensees or permittees may enter into a liquor accord with the approval of the Chief Commissioner of Victoria Police and LCV. They may enter into such an agreement for the purpose of minimising harm arising from the misuse or abuse of alcohol at their licensed premises.

The terms of a liquor accord may make provision for licensees or permittees to stop supplying liquor or allowing the consumption of liquor at their licensed premises. The terms may also make provisions for banning a person or the public access to licensed premises.

Liquor accord bans should be implemented only for the purpose of minimising harm arising from the misuse and abuse of alcohol in relation to behaviour that has occurred in or around licensed premises. It is recommended that parties to an accord:

- ensure a decision to ban is fair and reasonable, including providing the banned person with an opportunity to respond to or request review of the decision to ban them;
- ensure a ban is made for a clear harm minimisation purpose;
- ensure the privacy of personal information in relation to banned persons is maintained;
- ensure a ban is non-discriminatory and complies with the provisions of the [Charter of Human Rights and Responsibilities Act 2006 \(Vic\)](#);
- do not ban persons for unreasonable periods of time (maximum 12 months) unless clearly justified by the circumstances; and
- appropriately notify the patron that a decision has been made to exclude them.

As at October 2025, maximum period for which a person may be banned under a liquor accord is 12 months.

A licensee or permittee may consult with Victoria Police in developing or enforcing a liquor accord.

Release of information for the purpose of enforcing an accord ban

Section 146D of the Act allows for LCV or Victoria Police to disclose specific information about a banned person to a licensee or permittee who are party to a liquor accord which contains a liquor accord ban. It is an offence under section 146DA of the Act for a person to use or disclose any information received from LCV or Victoria Police regarding banned persons except for the purposes of enforcing a liquor accord ban or otherwise as required or permitted by law.

Information will only be disclosed by LCV where necessary for the purposes of the effective and efficient enforcement of the liquor accord ban. When determining whether to disclose information, LCV or Victoria Police may require a licensee or permittee who are a party to an accord to provide further details.