

# GREAT LAKES LIQUOR ACCORD

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## ANNEXURES

- Some indicators of Intoxication (Annexure 1)
- Great Lakes Liquor Consultative Committee Accord Membership Application Form (Annexure 2)
- Great Lakes Liquor Accord Voluntary Agreement (Annexure 3)

# 1. INTRODUCTION

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The New South Wales Department of Gaming and Racing states that a liquor accord is simply a voluntary agreement reached between local stakeholders who are committed to minimising harm associated with liquor use in improving safety and amenity, reducing alcohol related violence and anti social behaviour. In most cases, Accords are participatory agreements involving local Police representatives of licensed venues and local councils.

Harm minimisation and responsible service of alcohol principles underpin Accords in liquor laws. Accords are also a pro-active means of bringing about safer neighbourhoods without the need to resort to regulation and enforcement action and ultimately court sanctions. Accords operate at a local level, involving Police and licensees and other stakeholders working cooperatively together with their communities.

The Great Lakes Liquor Accord has been developed as a partnership involving the input and cooperation of all key players. Key signatories to the Great Lakes Liquor Accord are:

- Licensees in the Great Lakes Council area
- Manning Great Lakes Police Command
- Great Lakes Council
- Tobwabba Aboriginal Medical Service
- Forster Tuncurry Chamber of Commerce
- Hunter/New England Health Service

The Great Lakes Liquor Accord is fully supported by:

- NSW Department of Gaming and Racing
- NSW Roads and Traffic Authority
- North Coast Institute of TAFE

## 2. AIMS & OBJECTIVES OF THE GREAT LAKES LIQUOR ACCORD

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The Great Lakes Liquor Accord aims to improve safety by reducing alcohol related crime and harm and promoting the responsible service of alcohol in the Great Lakes Local Government Area.

The Great Lakes Liquor Accord provides a coordinated and proactive approach that will deliver the best outcomes for all parties including local licensees, the Police, legal practitioners, licensing authorities, the Roads and Traffic Authority, the Hunter/New England Health Service, Great Lakes Council, the business community, residents and visitors to the area.

### Objectives:

1. To reduce the economic and social alcohol related costs to the community.
2. Reduce alcohol related harm.
3. Reduce alcohol related crime.
4. To encourage the responsible consumption of alcohol by patrons.
5. To promote and assist staff in the practice of responsible service of alcohol on all licensed premises.
6. To improve the safety and security of the environment and surrounding areas.

The Accord recognises that there is a commitment to partnerships and educating patrons, but does not exclude the need for enforcement where necessary, irrespective of membership to the Accord.

## **ABOUT THE GREAT LAKES ACCORD**

### **What Areas are covered by the Accord?**

The Great Lakes Accord is targeted to all licensed premises that fall within the Great Lakes Council area.

### **How will the Accord operate?**

The Accord will operate in a number of ways:

➤ **Local Licensees become Accord Members.**

Hold annual financial membership of the Great Lakes Consultative Committee. Accord Members will gain public recognition through the display of the Accord principles on their premises. As well other accord material such as posters, brochures and coasters will be available for the public.

➤ **Police and Licensees closely monitor compliance and behaviour.**

All Accord licensees will be required to maintain an official Incident Book. The Police will sign the Incident Book as a follow-up to specific incident investigations and as part of their routine visits to licensed premises.

Alcohol related incident data will be routinely monitored and Police will provide feedback to licensed premises.

➤ **A co-operative relationship between licensees and local services.**

Accord members and local services including Police, Council, and Health Services will work collaboratively on alcohol related issues to identify strategies to these issues by developing local solutions.

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## **3. ACCORD PRINCIPLES**

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The Great Lakes Liquor Accord is based on the following principles which the Accord Members support and agree to.

### **3.1 RESPONSIBLE SERVICE OF ALCOHOL**

- Refuse entry and further alcohol to persons who are intoxicated.
- Strictly enforce the minimum legal age for consumption of alcohol.
- Prohibit activities that encourage excessive drinking and alcohol that encourages rapid intoxication.
- Actively promote and make available water, non-alcoholic or low alcohol beverages and food at all times.

### **3.2 IMPROVE SAFETY AND SECURITY**

- By observation, actively monitor patrons to detect early signs of intoxication or inappropriate behaviour.
- Maintain a high level of security throughout the premises.
- Develop effective communication with police and maintain accurate records when a safety incident occurs.

### 3.3 COMMITMENT OF BEING GOOD NEIGHBOURS

- Take all necessary steps to improve the local environment and reduce disruptive activities of the premises and its patrons.
- To liaise and develop a process to handle any concerns or complaints from neighbours.
- Provide patrons with information to increase their respect of the law, particularly in regard to the responsible drinking of alcohol and their behaviour.

### 3.4 CO-OPERATE WITH THE POLICE AND THE COMMUNITY TO IMPROVE LOCAL OUTCOMES

- Ensure staff are fully trained in the responsible service of alcohol as well as in the principles and practices of the Accord.
- Actively participate in the promotion of the Accord, its principles, strategies, and in monitoring its outcomes.
- Display any Great Lakes Liquor Accord related merchandise.
- Clearly display a written policy of the grievance procedure. Staff are to be adequately trained to effectively deal with grievances.

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## 4. GREAT LAKES LIQUOR ACCORD BEST PRACTICES

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To effectively implement the Accord Principles, the Great Lakes Liquor Accord Members agree to implement each of the following Best Practices:

### 4.1 RESPONSIBLE SERVICE OF ALCOHOL

#### 4.1.1. NO INTOXICATED PATRONS

- Refuse entry to all intoxicated patrons.
- Refuse service of alcohol to any patron showing signs of intoxication.
- Encourage patrons to drink responsibly and let them know they will be asked to leave if they become intoxicated, disorderly, violent and display anti-social behaviour.
- Actively monitor patron behaviour for signs of Intoxication.
- Promptly and politely request patrons to leave licenses premises when they are showing signs of intoxication or drunkenness.

**(Included at the end of this booklet is a helpful list of possible indicators of intoxication - Annexure 1.)**

#### 4.1.2. NO UNDERAGED DRINKING

- Actively monitor younger patrons to ensure they are not underage by checking proof of age ID when entering the premises, point of service or where appropriate.
- If young patrons are unable to provide approved/appropriate proof of ID, admission will be refused if unaccompanied by a responsible adult.
- Promptly report incidents of false ID to Police and monitor occurrences.
- Prominently display the required statutory signage about minors.

#### 4.1.3. NO ACTIVITY THAT ENCOURAGES DRINKING EXCESSIVELY

- Actively discourage activities that encourages drinking excessively such as:
  - Free and cheap drinks
  - "Two for the price of one"
  - Free drinks for women
  - Providing "slammers" or "shooters designed for rapid consumption, or drink glasses such as 'test tubes' that can't be put down on a table or bar.
  - Promotions that support these practices.
  - Prominently display statutory signage.

- Avoid serving drinks that offer alcohol in non-standard measures. If non-standard glasses are used (eg, the Schmiddy) patrons must be informed.
- Actively discourage 'drink cards' that provide a multiple of free drinks, extreme discounts or discounts of limited duration, or any other promotions or gimmicks that encourage rapid intoxication.
- Ensure smaller serves of drinks (eg. half nips) are available at differential (lower) prices.
- When "happy hours" do occur, additional food should be made available. At all times the principles of the Responsible Service of Alcohol will apply.

#### 4.1.4. *NO PROMOTION OR ENCOURAGEMENT OF INTOXICATION*

- Standard drinks must contain a full nip of spirits -no more or no less.
- No serving of double nips of spirits, unless explicitly requested by the patron.
- Serve half measures of spirits if requested by the patron.
- Not offer or promote drinks with emotive titles -such as laybacks, shooters, slammers, test tubes and blasters, which, by their method of consumption encourage irresponsible drinking.
- Avoid any labelling or titling of promotions that may encourage patrons to consume liquor irresponsibly.
- Not advertise or allow promotions of very high alcohol substances such as overproof rum and high alcohol carbonated drinks.

#### 4.1.5. *PROMOTE NON OR LOW ALCOHOL BEVERAGES AND FOOD*

- Offer and promote half nip spirits at differential (lower) prices.
- Offer and promote low alcohol beer at differential (lower) prices compared to full strength.
- Offer and promote a range of non-alcoholic drinks at differential (lower) prices.
- Ensure bottled water is available for purchase at reasonable prices.
- Ensure tap water is free and permanently available at the bar.
- Provide and promote reasonably priced snacks and food throughout operating hours.

## **4.2 IMPROVE SAFETY AND SECURITY**

### 4.2.1. *MONITOR BEHAVIOUR OF PATRONS*

- At all times of operation, assign staff trained in the responsible serving of alcohol to actively monitor patrons and at regular intervals move through premises to assess any potential problems. (Monitoring should also include toilets and surrounding area).
- With advice from Great Lakes Council ensure that maximum patron numbers for the premises, specified under the Building Code of Australia are not exceeded. In addition regularly conduct head counts to check this.
- Actively liaise with Great Lakes and/or local Police and other licensed premises when unruly patrons have been ejected or are moving through the area.
- Ensure internal and external security procedures are well maintained and functioning effectively.
- Ensure phased and orderly exit of patrons from premises when closing.
- Cease serving alcohol prior to closing time.

### 4.2.2. *MAINTAIN SECURITY*

- Ensure entrances and exits are well lit maximising visibility and safety.
- Where appropriate use surveillance systems, such as closed circuit television systems on premises, abiding by confidentiality and privacy laws.
- Ensure all staff, including security staff are clearly identifiable (for example distinctive T-shirts, jackets, uniforms, name tags etc). Security staff (when applicable) should prominently wear identification that preferably includes a photo-ID.
- Maintain a register of all staff including security staff and their work hours. In terms of security staff the register should also contain identification details.
- Consider serving drinks in vessels (such as plastic tumblers) which minimise potential harm to customers during isolated celebrations as deemed appropriate.

- Cooperate with Police and other Accord signatories on ways to improve public safety. This may include cooperating on issues such as staggered closing times.
- Prevent criminal activity and disorderly conduct from occurring on premises. Notify Police as soon as practical if something illegal or suspicious does occur. Where required, assist in implementing additional or local strategies that relate to specific safety and security issues in and around the premises. These strategies would normally be negotiated between the Licensee and local Police.

**Clearly display at all times:**

- Details of licence/licensee
- Hours of trading
- Name of manager on duty
- Conditions of entry at all entrances
- Acceptable and unacceptable behaviour on premises (house policy)
- Easy to read guidelines of intoxication
- Other responsible service of alcohol material as legislated
- Acceptable conduct whilst leaving premises

**4.2.3. MAINTAIN RECORDS OF INCIDENTS AND HAVE GOOD COMMUNICATION WITH POLICE**

- Register all incidents in the official Accord Incident Book noting the time, date and nature of the incident in and around the premises and the response by staff and management.
- At all times ensure the Accord Incident Book is readily accessible to Police and licensing authorities. All visits by the Police (including routine visits and follow up on specific incidents) should be registered in the Incident Book in the column provided.
- Notify Manning Great Lakes Police Command and other relevant authorities of any special events likely to significantly increase the number of people in the area. This should happen well in advance of the event.
- Train all staff to know help procedures, emergency numbers and how to use the Incident Book.
- Maintain a current list of emergency phone numbers and procedures for Police and emergency assistance close to all key phones.
- Encourage staff members to undertake first aid courses and where possible ensure at least one staff member with a first aid certificate is rostered on at each shift.
- Ensure close liaison and open communication with Great Lakes and/or local Police, particularly those responsible for licensing matters and the Great Lakes Liquor Consultative Committee.

**4.3 COMMITMENT TO BEING GOOD NEIGHBOURS**

**4.3.1. IMPROVE THE LOCAL AMENITY**

- Ensure staff assist patrons in accessing safe transportation. (For example staff should volunteer information when possible about access to bus services and taxi ranks and encourage patrons to use these quickly and quietly when departing).
- Minimise noise generated from the premises. Wherever possible doors should be kept closed.
- Display signage and announce to the patrons the requirement to respect the local environment and to arrive and depart the area in a quiet and orderly manner.
- Prevent the removal of liquor (other than packaged where permitted) from licensed premises.
- Ensure Police are informed of regular closing hours and any variations such as for special events or new activities.
- Respond to complaints and concerns from residents, business community, non government and government agencies and take all reasonable steps to ensure the premises is functioning as a "good neighbour".

#### 4.3.2. CO-OPERATE WITH THE POLICE AND THE COMMUNITY TO IMPROVE LOCAL OUTCOMES

##### **Ensure Staff are Trained**

- Appoint an appropriate manager who has responsibility for the premises in the Licensee's/Secretary's extended absence and advise the Police.
- Ensure staff have ongoing training in both the responsible service of alcohol and the Accord. This training must be a Liquor Administration Board approved and accredited course.
- Emphasis on training should be placed on harm minimisation, intoxication, underage drinking, responsible serving strategies, conflict resolution, grievance procedures, emergency procedures and services.
- Maintain a register indicating which staff have completed approved training for the Responsible Service of Alcohol.
- Ensure strict reference checks are conducted on all staff in the context of good recruitment practices.
- Ensure staff have access to the Great Lakes Liquor Accord, liquor laws and regulations.

#### 4.3.3. RESPONSIBILITY TO PATRONS

- Post statutory signage that clearly explains Licensee/Secretary and Patron responsibility regarding the responsible service of alcohol (for example 'No More Its The Law' signage).
- Make Accord available at the bar for patron's convenience.

#### 4.3.4. PATRON RESPONSIBILITY

To ensure the Great Lakes Liquor Accord is effective, the Great Lakes/local Police, the local Licensees/Secretary and the broader community expect patrons and visitors to the area to respect the Accord principles and practices.

In particular, Accord members expect all patrons and visitors to the Great Lakes to:

- Immediately leave the premises when required.
- Accept refusal of service and refusal of entry.

**REMEMBER:** If you are considered intoxicated - for whatever reason - staff must refuse you service under the law.

- Treat staff with respect.
- Abide by the House Policies.
- At all times obey the law, and conduct oneself in an orderly and appropriate way.
- Respect the local environment, particularly when arriving and departing from licensed premises.
- Not arrive at premises intoxicated as you will be refused entry and service.
- Under NSW law, failure to leave the premises when required can result in a fine. Maximum Penalty: \$5,500 (Section 103, Liquor Act 1982).

#### 4.3.5. ACTIVELY MONITOR AND PROMOTE THE ACCORD

- Provide an ongoing commitment to the Accord and to the continued proper management and conduct of the licensed premises.
- Notify the Manning Great Lakes Police Command, or other relevant authorities where appropriate, of any event or practice detected that may impact on the Accord or any other licensing law or regulation.
- Ensure the Accord Incident Book is made available to Police and other relevant authorities during inspections.
- Establish and maintain effective complaints procedures.

- Promote the responsible Service of alcohol to the community to discourage the irresponsible service and consumption of alcohol.
- Attend and actively participate in the Great Lakes Liquor Consultative Committee meetings and demonstrate a willingness to adopt agreed actions arising from the committee.

## **5. ROLES AND RESPONSIBILITIES OF SUPPORTING AGENCIES**

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In addition to the Great Lakes Licensees implementing the above Accord principles and strategies, the Manning Great Lakes Police, NSW Department of Gaming and Racing, Great Lakes Council, NSW Roads and Traffic Authority, Hunter/New England Health Service, Tobwabba Medical Service; and the North Coast Institute of TAFE will each undertake a set of actions to ensure the Accord is effective.

These actions will be undertaken in partnership with the local Licensees and in a spirit of cooperation and joint commitment to the Principles of the Accord.

### **5.1 MANNING GREAT LAKES POLICE COMMAND**

To support the Great Lakes Liquor Accord, the Manning Great Lakes Police Command will:

- Ensure all Police in the Command have a commitment to the Accord and receive annual training.
- Audit licensed premises for compliance with liquor laws and the Accord Principles.
- Conduct environment design audits with council regarding new and/or changed conditions to licensed premises.
- Develop and maintain records to monitor all alcohol-related incidents linked to licensed premises and bottle shops.
- Provide regular feedback to licensed premises and bottle shops regarding alcohol-related incidents linked to their premises.
- Develop and maintain accurate records of all licensed premises in the area.
- Provide assistance to train participants in the terms of the Accord and the provisions of both the Liquor Act 1982 and the Registered Clubs Act 1976.
- Participate in the monitoring of the Accord and contribute to the review of the Accord.
- Provide information to local residents on the relevant provisions of the Liquor Act and Registered Clubs Act, including information on complaint procedures.
- Encourage all parties to have commitment to the Accord.

### **5.2 DEPARTMENT OF GAMING AND RACING**

To support the Great Lakes Liquor Accord, the Department of Gaming and Racing will:

- Monitor compliance with the provisions of the Liquor Act, the Registered Clubs Act and the Gaming Machines Act and advise Licensees/Secretary on matters of concern.
- Maintain a close liaison with the local Police, Licensees and Great Lakes Council regarding issues relating to licensed premises in the Great Lakes area.
- Provide guidance to participants in the terms of the Accord and the provisions of the Liquor Act, the Registered Clubs Act, and the Gaming Machines Act.
- Provide advice on developing posters and other Accord promotional material.
- Publish details of the Accord in the Department's website.
- Participate in the monitoring of the Accord and contribute to the review of the Accord.
- Provide information to local residents on the relevant provisions of the Liquor Act, the Registered Clubs Act, and the Gaming Machines Act, including information on how to make a complaint.
- As appropriate, advance the strategies in the Accord for consideration as to their application to all venues through licensing conditions.

### **5.3 HUNTER/NEW ENGLAND HEALTH SERVICE**

To support the Great Lakes Liquor Accord, the Hunter/New England Health Service will:

- Provide health promotion activities and media campaigns that focus on educating the general population about the harms associated with alcohol abuse.
- Provide an annual evaluation of the Accord and provide a report to key stakeholders.
- Provide expert advice on contemporary drug and alcohol issues as required.
- Assist with promoting the benefits of the Accord.

### **5.4 TOBWABBA MEDICAL SERVICES**

To support the Great Lakes Liquor Accord, Tobwabba Medical Service will:

- Provide in-service training to Aboriginal Medical Service staff regarding the Accord.
- Provide assistance with the development of health promotions / media campaigns that relate to the Accord principles.
- Provide information to Aboriginal Medical Service client groups on the relevant provisions of the Accord in terms of rights and responsibilities of the individual.

### **5.5 NSW ROADS AND TRAFFIC AUTHORITY**

To support the Great Lakes Liquor Accord the NSW Roads and Traffic Authority will:

- Support the Liquor Accord across the Great Lakes area through participation in relevant strategies involving responsible alcohol consumption.
- Provide ongoing media campaigns and support in relation to alternative transport options when consuming alcohol.
- Provide feedback where required on current road safety initiatives and campaigns regarding drink driving.
- Provide support to local Council Road Safety Officers (CRSO) in developing and implementing local road safety initiatives specifically designed to address responsible alcohol consumption and alternative transport in the Great Lakes area.
- Maintain database records on drink driving statistics on a state and local level, to assist in providing a measuring tool on the effect of the Accord.
- Continually promote the use of self-breath testers in local Clubs and Hotels with the support of the Department of Health.
- Provide feedback where required on current road safety initiatives and campaigns regarding drink driving.

### **5.6 GREAT LAKES COUNCIL**

To support the Great Lakes Liquor Accord, Great Lakes Council will:

- Apply the principles of the Accord to all applications relating to licensed premises in the Great Lakes area.
- Monitor complaints in regard to maximum patron numbers in premises.
- Provide information to establish maximum patron numbers allowable for approved licensed premises in the area. These numbers will be based on the Building Code of Australia and will be documented in the space provided on the Accord Membership form.
- Where appropriate, include specific strategies of the Accord as conditions of consent.
- Monitor compliance with conditions of consent for licensed premises.
- Monitor complaints in relation to noise emissions from licensed premises on a regular basis.
- Develop and maintain a database to monitor all complaints regarding licensed premises and develop a process to provide feedback to licensed premises.
- That a representative of the Liquor Consult Committee be a member of the Crime Prevention Task Force.
- That the Liquor Accord be included in the Crime Prevention Plan.

- Improve liaison between Great Lakes Council, the Police, the Hunter/New England Health Service and licensing authorities by:
  - All applications concerning licensed premises in the Great Lakes local government area should be referred to Great Lakes Council for comment, forwarding copies of any approvals granted to licensed premises for future reference and monitoring purposes.
  - Where appropriate and as required, appear before the Licensing Court to support the NSW Police and the Department of Gaming and Racing in relation to submissions on particular applications.
  - Assist with the promotion of the Accord.

## **5.7 N.S.W. NORTH COAST INSTITUTE OF TAFE**

To support the Great Lakes Liquor Accord the North Coast Institute of TAFE will:

- Provide the Liquor Administration Board's accredited training in the "Responsible Service of Alcohol Course" for hospitality students.
- Provide all hospitality students with a copy of the Great Lakes Liquor Accord.

## **6. MONITORING AND EVALUATION**

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The Great Lakes Liquor Accord is a positive approach to alcohol related issues, it is essential that impacts are closely monitored and rigorously evaluated.

The effectiveness of the Great Lakes Liquor Accord will be measured by:

- The reduction of alcohol-related crime.
- The reduction of alcohol-related injury and mortality.
- Monitoring the implementation of the responsible service of alcohol.
- Increasing community safety and security.

A variety of indicators will be used to assess achievement of these aims including:

- Number of alcohol-related offences recorded by Police.
- Recorded number of alcohol-related injuries and deaths.
- An increase in the responsible service practices by licensed premises.
- Awareness of management, bar staff and security of the Accord and its principles.

Measurement of these indicators will be undertaken prior to and throughout the duration of the Accord.

## 7. GREAT LAKES LIQUOR CONSULTATIVE COMMITTEE GRIEVANCE PROCEDURE

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The Great Lakes Liquor Consultative Committee endorses the following procedure for Accord signatories.

**Scope** Grievances need to relate to concerns of compliance of the Great Lakes Liquor Accord. The Great Lakes Liquor Consultative Committee will not involve itself with any matters that fall under the Liquor Licensing Act 1982 and the Registered Clubs Act 1976.

**Objective** In the "best interest of the Accord Principles" all parties involved in a grievance should genuinely attempt to work on resolving the issue before requesting the Great Lakes Liquor Consultative Committee to intervene on an Accord grievance.

If a signatory of the Accord or a community member identifies that they have a grievance with a licensed premises' the aggrieved is required to follow the following procedures:

- Approach the Licensee/Secretary and arrange a meeting to discuss their concerns of compliance with the Accord.
- If the grievance is not resolved to the satisfaction of one or both parties, the unsatisfied party should write a letter to the Chairperson of the Great Lakes Liquor Consultative Committee explaining the grievance and steps taken to resolve the issue (a copy of the grievance will need to be sent to all parties involved in the grievance).
- The Chairperson, in consultation with the Police will review the grievance letter. This process will identify the merit of the grievance by reviewing the grievance and the Accord Principles in conjunction with what process and steps have been taken by the aggrieved parties to resolve the issue.

The Chairperson will contact the unsatisfied party and notify them of appropriate further action, that being one of the following:

- The grievance is outside the perimeters of the Accord and will not be dealt with by the Great Lakes Liquor Consultative Committee; or
- The grievance is within the realm of the Accord and a conflict resolution meeting of concerned parties will be conducted to attempt to resolve the issue.

All agreements made at this conflict resolution meeting will be documented and signed by all parties. A monitoring mechanism will be put in place and reviewed as deemed appropriate by all parties.

## 8. CONCLUSION

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The Great Lakes Liquor Accord is a proactive program, which aims to reduce alcohol related crime and harm in the Great Lakes.

It is a partnership approach to achieving positive outcomes with the signatories committed to the principles of the Accord and working together to make the Great Lakes a safer community.

## 9. FURTHER INFORMATION

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For further information on the Great Lakes Liquor Accord, please contact:

### **Great Lakes Liquor Consultative Committee**

**Chairperson: Mr Peter Clarke**

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Phone: (02) 65546255 (w)  
0417237252 (m)

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### **Police Licensing Section**

Linda Hedley – Licensing Officer

Manning Great Lakes Area Command

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