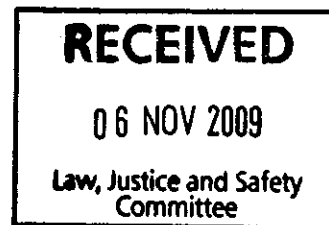


22 October 2009



The Research Director
Law, Justice & Safety Committee
Parliament House
Brisbane Qld 4000

Sent via email: ljsc@parliament.qld.qld.gov.au
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RE: INQUIRY INTO ALCOHOL-RELATED VIOLENCE IN QUEENSLAND
Submissions extension till 13 November 2009

The Board of the Valley Chamber of Commerce appreciates this opportunity to make a submission to your Parliamentary Committee. Valley Chamber plays a vital role in the management and communication processes in the whole of the 4006 & 4005 postcode area including the Qld State Government legislated 'special entertainment precinct' known as The Valley Entertainment Precinct.

We represent businesses and property owners operating in the day and night economy and are inclusive in our approach to ensuring other community organisations who are also "not for profit", residents and visitors to our exciting and growing area.

- It is area that has many people are passionate about achieving overall sustainable growth and good governance for the management for the area for the benefit of all.
- We actively support cultural activities and entertainment (live and electronic music that draws tens of thousands to the area every weekend.

We have coordinated the Valley Community Safety Group since March 2000 and have approximately 150 financial members and our board as voted at the recent AGM is comprised of:

Louis Bickle	President	Business & property owner (including licensed premises)
Charles Apostolos	Vice President	Property owner
Robert Van Kan	Secretary	Bank of Qld
Vicki Howard	Treasurer	Business owner
Gavin Tseng	Director	Property Owner Chinatown
Michael Yau	Director	Engineering Company
Nathan Andersen	Director	Leighton Properties
Warren Wackerling	Director	Lawyer
Jenny Best	Director	Real Estate Agent

Chief Executive Officer: Carol Gordon Immediate Past President VCC (none paid position)

Co Chairs: Valley Community Safety Group- Geoff Dick (Past President VCC) & Carol Gordon

VALLEY CHAMBER SUBCOMMITTEES: WHAT WE DO – INCLUDING ALCOHOL, DRUGS & SAFETY

1. Valley Business Club –

- monthly business luncheons upto 130 attendance, monthly networking and annual special events make attendees aware of actions taken.
- Many guest speakers talk on major planning initiatives: ULDA, City Council, developers eg Waterloo Hotel development in Valley Entertainment Precinct.
- connect the broader Valley Community including the RNA development to the Valley/Newstead area including the Valley Entertainment Precinct
- Aim to ensure all event organisers holding events in the Fortitude Valley Police District (VLA area) incl RNA respect and adhere to the VLA Licensee's Code of Conduct.



2. **Valley Community Safety Group** formed in 2000 and was active part of the Place Management process with State Government agencies, BCC, business, other community organisations and residents.
 - 2009 formed a specific subcommittee to address 25 year old problems of safety in Brunswick St West (between Wickham & St Pauls Terrace including the railway station) result an Rapid Response Team was formed and continues to successfully operate.
 - 2009 formed a Safety Reference Group to address issues relating to this submission
 - Continue to conduct the program of two safety audits pa with BCC and QPS
 - Continue to address business organisation safety concerns or perceptions when relocating staff to the Valley by addressing their staff at their premises eg Energex, Crime and Misconduct Commission.
 - Continue to address drug management issues including requesting State Government & BCC establish Drug Management Plan for Brisbane including the Valley Entertainment Precinct (as do cities of Geelong, Melbourne etc)
3. **Valley Entertainment Precinct** (day and night economy) support of the BCC Valley Neighbourhood Town Plan incorporating the Valley Entertainment Precinct and State government legislation to support music and area as a whole.
 - VCC controls the website: www.valleyentertainmentprecinct.com
 - Establish map of all licensees in the Valley Entertainment Precinct area (see attached) including hotels, clubs, bars, bottle shops and restaurants.
 - Address concerns over lack of cohesive town planning & the EPA
 - Conduct night familiarisation tours of the Valley for key decision makers eg politicians between 11pm – 4am – 4 members of the Valley Chamber Board participate in this low key but highly effective & informative tours: inside venues, public space and transport.
4. **Valley Chamber Property Owners Group** +Commercial Heritage Group (many lease their premises to licensees)
5. **Valley Liquor Accord** – VCC has the legal and accounting responsibility for the VLA and auspices their funding. All financial members of the VLA (54 plus honorary members automatically become members of the Valley Chamber.
6. **Chinese New Year 2010** – actively engage with the broad Chinese community and address safety concerns if any.
7. **Leighton Properties/VCC** – 9 year lease commencing March 2010 at HQ development in Wickham as community dividend to Valley Chamber in order for use to continue the work we do in the community.
8. **Membership & Corporate Governance** – including overseeing the VLA
9. **VCC do numerous submissions**
 - Coordinate supportive pro bono services to provide submissions to relevant government entities to support the growth and best practice management of the Fortitude Valley postcode area (4006) including the Valley Entertainment Precinct and the 4005 postcode ie Bowen Hills, New Farm, Teneriffe and Newstead areas
 - VCC submission to BCC 9 October 09 Draft Valley Neighbourhood Plan including request for management plan requirement for Valley Entertainment Precinct

HISTORY

1. VCC coordinated Nov 2007 to 2008 Valley Entertainment Precinct Management Planning meeting with key stakeholders including government state and local.
2. VCC continue to make major submission with many recommendations to Liquor Licensing 13 March 2008 regarding licensing regulations, public safety and need for a management plan for the Valley Entertainment Precinct,
3. Conduct major music event Valley Fiesta 2006 – 2008 including
 - Work with Qld Health to support responsible service of alcohol and incorporate relevant advertising into the program on stage screens, program and marquee signage in centre of mall
 - Work with QR to ensure similar and promotion of new station
 - Result we have an excellent ongoing relationship with these government agencies in support of our safety programs.

ROLE OF VALLEY CHAMBER OF COMMERCE INCORPORATED (VCC) WITH THE VALLEY LIQUOR ACCORD (VLA formerly VAMP)

- Oversee the legal and accounting processes of the VLA
- Ensure group acts autonomously (VCC sub committees all do) but report back to VCC Board each month)
- Auspice funding submission to address key VLA strategies developed to address these priority issues.

- VCC plays active role in assisting with the implementation of the VLA Action Plan on www.valleyliquoraccord.com
- VCC assists with the marketing and management of the www.valleyentertainment.com & www.valleyliquoraccord.com websites and function launch ie 22 June 2009 and sponsorship.

If you have any further enquires please do not hesitate in contacting us.

Regards,

Carol Gordon

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CEO VALLEY CHAMBER OF COMMERCE INCORPORATED
Or half of the President & Board of Directors

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**RE: INQUIRY INTO ALCOHOL-RELATED VIOLENCE IN QUEENSLAND
Submissions close Friday 23 October with extension to 13 November 2009**

The Valley Chamber of Commerce submission below outlines the following

Three sets of recommendations in response to your question plus response to inquiry.

- A. Introduction of a 9 point plan to address alcohol – related violence in the Valley Entertainment Precinct
- B. Overview & recommendations: request for Qld State Government to introduce a governance process for the Valley Entertainment Precinct
- C. Detailed response to your inquiry into Alcohol- related violence in Qld

Background KEY FACTS:

- It is area that has many people are passionate about achieving overall sustainable growth and good governance for the management for the area for the benefit of all.
 - We actively support cultural activities and entertainment (live and electronic music that draws tens of thousands to the area every weekend.
1. Alcohol-related violence is both a societal issue day and night in the Valley.
 2. 80% of alcohol is sold in off premises bottle shops throughout Qld according State Government research released by Liquor Licensing report 14 February 2008.
 3. There has not been a meeting held of major stakeholders in the Fortitude Valley or Valley Entertainment Precinct held by any level of the 3 levels of Government ie Fed, State or Local since the inception 30 June 2006 of the legislated Valley Entertainment Precinct re issues of significant safety concerns by Federal, Qld State Government or Brisbane City Council have ever coordinate an operational, risk management, policy where day and night operating businesses, property owners, licensees. Residents, government agencies, community organisations have been represented.
 4. A total of 195 licenses currently operating in the 4006/ 4005 postcode area QPS Fortitude Valley Police District which includes the legislated 'Special Entertainment Precinct' known as The Valley Entertainment Precinct.
 5. We believe as we are unable to verify the actual statistics of who is trading to the full trading hours under their licenses. According to report from LOGR the following key times for closures with the majority of the 3am and 5am occurring in the 4006 postcode area including the Valley Entertainment Precinct area:
 - 99 licensees are licensed to trade to midnight
 - 13 licensees able to trade to 3am
 - 29 current licensed premises who have the right to trade to 5am licenses.

6. In correspondence received in response the VLA letter requesting information on number of "glassings" in the Fortitude Valley area. QPS have advise the following with regard to glass incidents in the 4005, 4006 post code areas including streets, footpaths housing, parks, everywhere :
- 2007 7 reported crime including 1 armed robbery
2008 10 reported crime

These figures are based on the QPS definition "broadly defines a "glassing incident as an assault in which an offender ahs used a an item of glass or glassware in the commission of an offence of this nature. Such a broad definition means that the injuries suffered by complaints in the course of these types of offences can theoretically range from no visible injury received to "grievous bodily harm" or death occurring." P Savage Superintendent District Officer Brisbane Central District 24 August 2009 QPS Ref: 09/8391

Valley Chamber of Commerce comment:

- 6a. While these figures are not acceptable the number versus the percentage of visitation on 24x7 basis on each year is very low as the Police have reported advised us at both Valley Community and we strongly believe the problem has been sensationalised by the media reporting that has now created the term glassing in the every day terminology and created a new weapon of choice
- 6b. The Valley Chamber of Commerce endorses the finding regarding "Understanding the glassings incidents on licensed premises" in the Griffith University Report commissioned by the Qld State Government 2009.
Clause 6.1 Conclusion: "glassing assaults are very hard to predict".

Key finding page 7 .1 in this report: "Glassing assaults are rare".

7. There is moratorium placed on licensed as of 16 September 2009 for the next twelve months is considered a good decision at the time provided it is only a short term solution. Lack of competition will create a lowering of standards.

A. RECOMMENDATION: INTRODUCTION OF A 11 POINT PLAN TO ADDRESS ALCOHOL RELATED VOILENCE IN VALLEY ENTERTAINMENT PRECINCT

1. Voluntary introduction of linkable door entry scanning systems.
2. Increase sentencing with the introduction of minimum mandatory sentencing for drug dealers caught on a licensed premises.
3. Joint funding system for VLA and State Government for Chaplain Watch.
 - a. 50% Government late night levy
 - b. 50% Venue Operators
4. Advertising ban on alcohol pricing(discounting) OFF-PREMISE to match ON_PREMISE laws.
5. Reduce the incidence of suspension in the court sentencing system for crimes involving assault with a glass weapon.
6. Ban of entry to the Valley Entertainment Precinct for persons convicted of the following misdemeanours eg

a. Assault – Common	12 months (suggested timeframes only)
b. Assault Police Officer	5 Years
c. Assault with Glass	2 Years
d. Urinating in Public Place	6 Months
e. Refusing to Exit Premises	6 Months
f. Selling Drugs	5 Years
7. **Extended Trading hours: keep the strong legislation which is already in place around extended trading. Note that Licensing have the power, and use it, to reduce trading hours summarily. The Commercial and Consumer Tribunal tend to support these decisions, adopting the mantra that extended hours are a "privilege not a right". The grounds for taking hours back are that the relevant premises include that the use of the premises or the behaviour of persons entering or leaving is causing**

undue annoyance or disturbance or disorderly conduct, which of course includes violent incidents. It's almost a safe bet that if premises have been operating with extended hours for any period then the licensee must be doing a reasonable job. Otherwise, Licensing would take action.

8. Removal of 3am lockout (major cause of frustration from queuing, transport & causes enormous issues at 3am at entry points of venues).
9. A rebate system to be introduced for all enterprises which assist in decreasing unacceptable behavior. The rebate would be drawn from the hoteliers' annual subscription to the late trading and state fee account.
10. Introduction of an "as needed" case by case basis of plastic containers for outdoor events as well as the voluntary substitution of tempered or toughened glass for standard glass.
11. Small Bars – introduction of:
 - a. Mandatory R.S.A
 - b. Security as per code
 - c. On premise toilet mandatory
 - d. Late night trading fees applicable

OVERVIEW & RECOMMENDATIONS:

REQUEST FOR QLD STATE GOVERNMENT TO INTRODUCE A GOVERNANCE PROCESS FOR THE SPECIAL ENTERTAINMENT PRECINCT (KNOWN AS THE VALLEY ENTERTAINMENT PRECINCT) ie A THREE TIER GOVERNMENT MANAGEMENT PLAN.

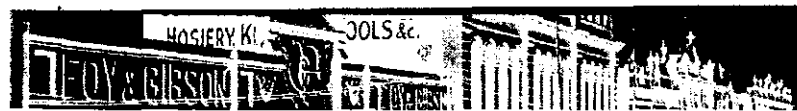
The Valley Chamber has always been an active supporter on all issues relating to the management of both the day and night economies in the VEP and surrounding areas.

AIM & OBJECTIVE

- Valley Entertainment Precinct is the window to the world for the entertainment industry in Queensland and an important part of the amenity of Brisbane "as a new world city" a joint Brisbane and State Government Tourism initiative..so we need to ensure "world best practise" wherever possible.
- Continue to showcase VEP to key decision makers until governance action is taken

SIGNIFICANT ISSUES RE SAFETY IN VEP :

1. On any given Saturday night, more than 150 private security officers provide safety for 15,000 on premises patrons (1: 100). On average only 15 police officers are available to regiment 25,000 people in the precinct as we as managing the whole 4006 & 4005 postcode. At last the government have accepted this shortfall and implemented five additional police for a 3 month trial period starting Oct 09.
2. 16 people on average (as estimate) ie 15 police (also need to work elsewhere in the Police District as required and 1 Chaplain Watch -this number actually working physically on the public space area in the Valley Entertainment Precinct on a Saturday night from 10am overnight
Plus BCC compliance and Mall Management managing the area on a cooperative basis + taxi supervision but there little or no integration on as a proper management process to integrate these services re communication, policy and operational.
3. Since the establishment of the VEP legislation neither the State Government or BCC have coordinated a meeting with stakeholders ie police, transport, health ,business, residents, BCC regarding overall management



matters relating to the precinct – this is not acceptable and could well be major part of the problem of perception and reality

4. **ONLY BAND AID SOLUTIONS PROVIDED TO 25 year problem in Brunswick St (between Wickham & St Pauls Terrace)** Sunday Mail media reference “100 metres of shame” to many drug and alcohol issues 24x7 , “not for profit organisations operating in the Valley in this area, often seeking competitive funding from Government at all levels , seemingly some negligent property owners, safety issues in laneways , intimidating access entrance to QR off street with people sitting sleeping in streets, tenancy mix of the area including Centrelink, government employment agencies, crime and misconduct commission court, peak shows, mental health unit, private methodone clinic, needle exchange, busy 5 way intersection, BCC buses trying to fit into tight turning street curves as no bus terminus in area, 7 licensees premises, too many community service organisations that operate only 9am -5pm with clients left to own resources after hours - **and no one level of government taking the responsibility to better manage the area.** – result, if homelessness, indigenous, or mental health patients along with loitering and sense of safety reduced – long standing members of the community have more tolerance than new comers to this and funding for different demographics provided but systemic problem eg lack of funding for major gap issues for area, trading hours , inconsistencies with town planning issues and pedestrian management.
There are so many different security services operating in this transport nod area with no MOU resolved that it is easy for people of bad intent to slip their the security process creating havoc if they want to.
5. Valley organisation like VCC currently overwhelmed by many organisations approaching us re short term government funding initiatives by Federal and State Governments – no coordinated approach and all required to consult with stakeholders (often happens initially and at report process times only or as listed on email listings only).
We welcome the active support but coordination is required....left hand doesn't know what right hand is doing approach... doesn't work!
6. **REDUCE PATRON FRUSTRATION AND ANGER AT TRANSPORT NODES & IN PUBLIC SPACE**
It is totally unacceptable that QR operate trains at Fortitude Valley on Saturday night open 15 minutes and close access for patrons for the 45 minutes to access the station itself or platforms and toilets between times.
7. The Valley Chamber supports the Night Chaplain Service and has offered the use of its office, amenities and on site parking for this valuable service free of charge.
8. Lack of research data available to stakeholders to make informed decision and need to provide accurate information to media where relevant
9. Media publications resulting in rapid political response rather than an appropriate evaluated response
10. Independent review of Media role to handing of say misinformation ie “300 glassings” and introduction of term “glassings” and it's effect in common vernacular as weapon of choice now by some people fortunately in the minority. This number was also inadvertently used in slide presentation at BCC Conference to nationwide councils as a matter of fact.

RECOMMENDATION RE: ESTABLISHMENT OF BEST PRACTICE & GOOD GOVERNANCE MANAGEMENT PRACTICES FOR VALLEY ENTERTAINMENT PRECINCT -

- We do not believe this has to be costly to implement just practical good sense approach.
- Valley Chamber of Commerce would like to be actively involved in this process to add value to the process.

GOVERNANCE REQUIREMENT = INTRODUCTION OF A MANAGEMENT PLAN

1. Qld State Government act now to ensure “increase good governance” (of the legislated “Special Entertainment Precinct” 30 June 2006)
2. Establish a three tier Strategic Management Plan for VEP including: Federal, State Governments and BCC, key stakeholders with Qld State Government the lead agency – with meetings held in the VEP.

- Federal Government to participate in policy re proposed changes to tax legislations, funding initiatives ie drinkwise etc
 - RNA Development as it progresses to be included in this process as many large events held at RNA
 - Utilise MOU process or further changes to legislation.
 - BCC have indicated a willingness to establish a Management Plan 23 Oct 09 at the Valley Malls Advisory Committee – State Government has seat on this committee.
3. **Establish a formalised 3 year trial period and review process.**
- Resolve terms of reference through stakeholder communication plan for VEP.
 - Successful trials can then be rolled out across the Queensland.
 - Will help with Government resources and funding as the area already has a highly successful communication and network with so many of the stakeholders working together informally. Many licensees have ownership of venues elsewhere across Queensland. The Valley Chamber is also a member of Commerce Queensland and could provide a further network of community consultation elsewhere once trials have been completed and need to be implemented elsewhere.
 - The area has already been used on a trial basis for a number of years. This is already happening in many incidents with varying government departments and BCC eg Qld Health Safer Venues Program, Valley Safety CPTED audits, venue capacity counts with police, patron education programs, research, work with taxi council, traffic signaling in area, etc
4. **Establish a review process**
- Establish this important element which was missing in the feedback process of the former Premier's 17 Point Plan, affecting credibility and consequence.
5. **Establish stakeholder database**
- Role: establish management plan to address to include matters of : Policy, Operations & Communication
 - Recommend: policy and operational stakeholders should be meeting separately to ensure right people from Government attend the meeting to address relevant issues (this has been a major problem previously)
 - Provide forum to allow stakeholders to learn and resolve about joint problems.
Many issues need to have better solutions and best practice implemented and recognize the costs that may be incurred but certainly this in the first instance communication and better management practices simply need to be implemented.
 - Use smaller reference groups for particular topics that need to addressed ie patron education
6. **Removal of the official terminology relating to the word "glassings"**
- as recommended by the Chaplain Watch as creating a new weapon of choice: by some people with media requested to support this position.
7. **Ensure ALL STATE GOVERNMENT DEPARTMENTS INCLUDING QPS , LOGR & QLD HEALTH enshrined the same terminology eg "glassings" as currently not the case to ensure accurate recording of research data and has publically transparency to ensure media and others report accurately.**

FINANCIAL PROCESS – USE ECONOMIES OF SCALE

8. Hold stakeholders audit on all current funding including government funding and "not for profit organisations with government funding:– as there is much duplication and lack of gap funding for difficult issues.
- Use cooperative approach to coordinate what many parties are already doing on individual basis
9. **Establish a VEP budget and income source examination – use less bureaucratic approach and save money-** this is a whole of community problem with alcohol related violence only part of the problem to be funded – recognition that government taxes already collected to achieve some of these aims

OPERATIONS

10. Transport Management Plan for the Valley Entertainment Precinct be required and provided to stakeholders (recognition this is a live document)
11. Government Control and reference group to address Brunswick St serious safety issues as wholistic solution required.
12. More external cameras required more..
13. **Need to understand pedestrian flow in area at nominated times - Another QPS capacity study by police to occur at a point of time for number of patron visiting the area is needed as all agencies use different estimate of weekly numbers.**
14. All retail business operators in VEP area between midnight and 5am required must play their part in responsible management: licensees, retailers ie convenience stores, food operators and supply of toilets for customer if they have them under their leases.
15. Party Buses serving alcohol available on board be removed as difficult to police the public space when party goes often depart the bus(es).
16. Event organisers required through the event permit process to include local Liquor Accord executive representatives in their stakeholder process including the debriefing process and register their names with the local Liquor Accord.
17. **Reduce patron frustration and anger at transport nodes in public space**
it is totally unacceptable that QR operate trains at Fortitude Valley on Saturday night open 15 minutes and close access for patrons for the 45 minutes
 - a. We request the station platforms are open for safety of QR/Translink customers throughout Friday and Saturday night to remove the lingering and sometimes antisocial behaviour of leaving people in an unacceptable position
 - b. Erect for first time in history of area directional & electronic train timetable signage in Valley Mall and outside the station itself for the information of QR /Translink Customers
 - c. As many of the trains go long distances to Caloundra, Ipswich & Logan important customers need to know their options and train time hours easily and need access to train station public toilets during waiting times.
 - d. Operate trains on Saturday night after midnight on a non Sunday timetable until 6am to move people from the area
 - e. **Establish and MOU between all parties including train unions, BCC, Police, Valley Metro, the many security companies and services that are not integrated.**
18. **Recommendation:** Use collaboration with Valley Chamber Valley Liquor Accord etc in Valley Entertainment Precinct to achieve marketing campaigns Since introduction of Valley Entertainment Precinct logo (attached to submission) "your playground...play nice....play safe" many organisation such as Invisible Ink and Qld Health have come to the Valley Chamber seeking participation under this banner advertising – to promote other patron education programs ie "play nice" free advertising space on billboards and back of over 50 Black & White taxis over the next twelve months have been provided to the Valley Chamber at no charge.
19. **Recommendation:** Government to be consistent include or remove **all reference to drugs when addressing in reference to alcohol and violence - you can't have it both ways eg** Drug Awareness Week 2009 focused on Alcohol and Drugs but NO reference required in this submission process - it is a society issues and must be included in this dialogue or we should request it be taken off the VLA Action Plan even though Drug Arm are asking the VLA to do a joint safety campaign.
Real Answer: we recommend a Drug Management Plan be established as this is a large societal issue and needs to be made more transparent in how it should be managed
20. Address issue of increasing public awareness eg ie notification of pending liquor licenses..

B. DETAILED RESPONSE TO YOUR INQUIRY ALCOHOL-RELATED VIOLENCE IN QUEENSLAND

The Valley Chamber of Commerce members and the VLA conducted both on line surveys and the responses will be reported by the VLA – the Valley Chamber responses below are in support of the broad based membership of the VCC.

Best practice harm minimisation measures - areas for comment

1. **Why do some individuals become violent offenders after consuming alcohol?**
 - Depression or stress
 - Family History
 - Lack of personal responsibility
 - Poor education (in home and school)
 - Mixing with recreational drugs
 - Poverty related issues

1. **What medical or psychological factors are involved?**
 - We are non professionals in this area however,
 - Consumption of alcohol exposes the real feelings held by a person prior to the consumption. Alcohol simply creates the platform for the real feelings to be exposed. Alcohol doesn't make violence. In same way if someone is euphoric will create the stimulus.
 - Alcohol is not the cause the problem – it's the fuel to showcase the sentiment

3. **What measures are there to reduce harm?**
 - VLA action plan – collaborative approach to patron education
 - Provision of low alcohol drink options
 - Provision of water stations
 - Regular monitoring of patron behaviour from entry to exit by experience management & security providers
 - Strict adherence to capacity limitations
 - Provision of food options
 - Creating & maintaining effective general traffic flow areas within the licensed venue
 - Electronic surveillance of all areas of the venue
 - All staff and security are RSA certified – this is a condition of employment
 - POS – House Policy that clearly explains acceptable & unacceptable patron behaviour
 - Active involvement in Valley Liquor Accord and acceptance of Code of Behaviour and participation in Action plan relating to patron education etc.
 - Regular communication and contact with local law enforcement

4. **How effective have those measures been?**
 - Not a total solution for the Valley Entertainment Precinct as no integration of resources under a Management Plan for the public space management for the area and stakeholders
 - Neither Government or BCC have ever called a meeting to address overall safety concerns etc for the Valley Entertainment Precinct but the Valley Chamber of Commerce did do this for 15 months. Had many successes but needs to be government lead to ensure the right people and departments are present from all levels of government
 - **Successful for majority of licensed venues as POLICE REPORT LITTLE OR NO NEED FOR POLICE NOW TO GO INSIDE VENUES OVER VIOLENT INSTANCES AS SECURITY RATIOS ARE WORKING....more issues in public space where police presence often limited.**
 - Measures are occasionally impacted by external influences – Festivals such as Parklike, Sounds of Spring. After event race crowds & RNA Oktoberfest where harm minimisation practices and patron behaviour practices need improvement in some instances.

5. **What works?**
 - Provision of food options – doesn't work
 - Provision of low alcohol drink options – works
 - Provision of water stations – works



- Regular monitoring of patron behaviour from entry to exit by experienced management and security providers – works
- Strict adherence to capacity limitations – works
- Creating and maintaining effective general traffic flow areas within the venue – works
- Electronic surveillance of all areas of the venue – works
- All staff & security are RSA certified – this is a condition of employment – works
- POS – where house policies apply that clearly explains acceptable & unacceptable patron behaviour – works
- Active involvement in Valley Liquor Accord – work in progress
- Regular communication and contact with local law enforcement – works
- Regular communication with other Valley Licensed venues - works

6. See above answer above

The impact of late opening

1. How have late opening hours impacted on the incidence of alcohol-related violence?

- Increased the number of patrons visiting the Valley Entertainment Precinct - no increased levels of violence but more frustration by patrons in public space and some venue queues.
- Midnight to 3 sees the greatest movement of people to and around the Valley, restaurants, bar and hotels and RNA events change of
- The Translink Nightlink Service and additional train services assist the patrons,
- Recommendation the terminology of "glassings" as recommended by Chaplain Watch
- Re "glassings" 2007 police report 7 reported crimes & 2008 10 reported crimes
- Monthly reports to VLA by police and directly to the Valley Community Safety meetings conducted by the Chamber and publication on line of Crime Bulletin assist the broader community to understand the nature of crimes.
- Familiarisation tours by Valley Chamber of Commerce with key decision makers including politicians regularly make the following comments that they are both surprised at that so many people are simply enjoying themselves (quote have including 95% & 97% respectively), the number of people who are out and are overwhelmed by the millions of dollars that many venues have spent behind what by day looks like sometimes a unfriendly, simple or grotto interface with the public space..
- Vacant building, unlit laneways and building alcoves an public phones provide safe havens for people in these hours accessing eg the Valley railway stations – we have homelessness, closed mental health unit, needle exchanges and methadone clinic, indigenous issue venue patrons, frustrated train commuters unable to access the train platforms to wait for the train or use public toilets and patrons from venues....and only a few people in the public space with authority or services to resolve any issuesnormally people are left to sort out on their own.
- Increased cleanliness of public space must occur. Privatised cleaning if necessary to achieve cost effective basis.
- The town planning amenity of the area must be dramatically improved through redevelopment of the Brunswick St Mall.

2. What has been the impact of the 3am lockout on the incidence of alcohol-related violence?

- The 3am lockout has seen a shift in incidents from 5am to between 3am & 5am as patrons unable to get in to venues roam the streets in groups without the required infrastructure to ensure that they leave the area safely – taxis, buses, trains, enough public toilets as no access to venues and retail outlets don't have any only limit public toilets ie 4 in Brunswick St Mall.

3. What other impacts has the 3am lockout had on patrons, venues, and other stakeholders?

- As a maximum of 29 licenses in the Valley can trade till 5am, prior to 3am patrons leave in volume to reach a venue that will remain trading till 3am which creates the potential for conflict with other patrons & security attempting to gain entry into another venue.
- Venues that cease trading at 3am incur a financial loss due to patrons trying to get to 5am venues well before 4am lockout.

- Venues trading 3am to 5am also incur financial loss due to patrons no longer being able to enter venue after lockout. These losses are through bar revenue as well as door entry revenue
 - Special note: should be given to midnight closure as approx 112 venues close at this peak time – the consequences of this a
 - The presence licensing laws create the closing of 112 licensed venues (of all types) of at midnight in the 4006 postcode . This causes a major shortage in public transport due the spickimage the effect of a law which dictates at all venues close at any given time ie 2am with estimated 15,000 patrons moving into a public space environment at one time.. this was one of the reasons the licensing trading hours were spread previously moved to ensure no one point of total congestion on the streets, taxis, public transport etc
Retention of the existing laws means extra trading hours for licensees is a privilege not a right and can be brought back by the Commissioner at any time for individual traders (doesn't have to be a herd mentality regarding trading hours all closing at one time when there are already laws that can be enforced for those doing the wrong thing).
 - Important the judiciary does an familiarisation tour of the Valley – The Valley Chamber wishes to invite them to attend one at a date of their choosing between 11pm and 4am on either a Saturday or Sunday night – this is the only area of key decision makers that have not attended and we would welcome the opportunity to show them behind the venue doors as well as the public areas to experience the behaviour patterns where the majority of people are doing the right things and respecting others while it is important those that don't are dealt with fairly and justly.
4. What changes, if any should be made to opening hours, and alcohol service strategies within those hours, to reduce alcohol-related violence?
- Allow all venue to trade until 5am providing they meet Licensing requirements and Code of Practice in relation to Harm Minimisation
 - All venues to provide free access to water station to provide an alternative to excessive alcohol consumption.
 - All venues to provide food options until 1 hour prior to closing rather than accept a mandatory licensing fee

Flow-on issues for emergency service workers, police, front-line health workers – areas for comment

1. What is the impact of alcohol-related violence on police and other emergency service workers & health workers?
- Important that a holistic approach is shown to all in order to create respect and understanding of what other do and have done to them in their line of work & duties. All people have right to a safe work environment. – ensure that research data clearly establishes the difference between alcohol , drug or the mix of the two as you may remove the alcohol problem and be left with a bigger problem of drug related violence
Ensure where the first drinks were consumed not only the last – as bottle shops sales through bulk buying and drinking with “maximum sale of 4 bottle of spirits at a cheap price” is not creating responsible drinking behaviour patterns for anyone of any age in one drinking session.
 - Little as no statistics available to Safety Groups or Liquor Accords so no understanding of consequences of other people's actions (media reports should not be used as educational/statistical data without official government verification.
 - Impact of unions to protect the safety of their members but the consequences of this must be taken into account....will reducing trading hours stop off premise drinking and spread violence over broader area for police etc to deal with.
 - Unknown for people purchasing in off-premise and drinking at home or other non licensed areas
 - Public Transport – trains safety procedures for customers needs to dramatically improve re access to station and toilets on platforms between train times ie 15 minutes every hour with 45 minute wait
 - Or provide electronic timetable data for customers to reduce the frustration and anger/violence caused as a result of no access to train station

- No opening train station may save the train drivers safety (not sure how) but causes many more problems for police, BCC staff, cleaners, patron safety and cleanliness of Brunswick st area re urination, interface with other passengers frustrated by the inadequate way this is dealt with ie – push it out onto the street and let them fend for themselves attitude to find a toilet, seat and general safety in the least managed street in area.

2. How can negative impacts on these workers be reduced?

- Liquor Licensing processes for venues ensure critical mass issues of “best practice is continually being improved but this agency addressing licensing issues but not public space or residential areas. Individual responsibility most important. Prosecute chief offenders and ensure license venues
- Utilise in a coordinated process of funding and outcomes for services by community organisations for specific programs in known areas of concern throughout the State
- Recognise the Police should not be left to everything after 5pm and before 9am and on weekends. Provide backup support by administrative services & community organisations to assist police carry out non police work (which they are currently do as only ones on duty – while this sounds wages intensive it may not be given the amount of government funding given to Community Services that may be able to be redirected as essential for “hot spot communities” for a specific period.
- Ensure the police aren't the only line of communication with the small number out of control – have one person in each group (like driving) looking after the friends (personal responsibility) to lower the combative nature of people particularly if on mix of alcohol and drugs
- Refer the 11 point plan (ban of patrons across all venues in area) and do it early. This is not only a night time problem it is during the day as well in Brunswick St near the railway station.

Education campaigns & their role in cultivating effective social change in terms of community attitudes to alcohol consumption – areas for comment

- How do we change the drinking culture & create a culture of individual responsibility.
 - Compulsory education programs on the affects of mixing alcohol and drugs - ie visits to clinics, emergency wards as part of rehabilitation program for chief offenders
 - Will take a generation to change culture so engaging patron education see VLA / Qld health report for VLA due for release following last meeting
 - Compulsory school programs that advise future patrons of the advantages of responsible consumption & disadvantages of excessive consumption
 - Mentoring program with older siblings and young adults that can educate future patrons how to enjoy and stay safe
 - Valley Chamber and VLA program Valley Entertainment Precinct your playground....play nice ...play safe
 - Hold all individual responsible for their actions and impose the relevant penalties thru the courts
 - Individual fines for offenders should be increased dramatically to attack the issue at the core. Current fines of offenders too lenient. Liability for property damage and loss of trade should also be considered.
 - Important to educate the patrons they are putting taxi drivers at risk and breaching the law if they drink in taxis and take alcohol in the Valley Entertainment Precinct
 - Don't allow off-premise bottle shops to discount advertising – same rule as licensed premises as according to Liquor Licensing March 2008 - 80% of alcohol are sold in off premise at cheap rates in consumed in an uncontrolled environment - we realise these are in the majority owned by multinationals who now also using their on line rewards program to further provide discounts if presenting the membership cards at the till (promoted extensively on line) – Government has to take a stance on this if you are going to achieve results and keep credibility that you are doing all in your control to stem
 - Ethnic patron education to stop side street drinking with mates out of car boots predominately not in the valley but elsewhere but patterns change.... It may be cultural but not safe or legal nor meet any RSA
 - Combined marketing campaign with mixed of stakeholders as consolidate approach
Use some humour not a dictorial approach.
 - Establishment of the Valley Entertainment Precinct Management Plan and as 3 year minimum trial area
To ensure a concentrated strategic approach is implemented as it is unusual in Brisbane

What education campaigns are currently in place?

- Recognition that most people coming out at night are doing this for social purposes, friends, romance, dancing, listening to music more emphasis should be on this than the drinking culture.
- VLA has created a branding process with subset marketing campaigns for the Valley Entertainment Precinct called your playground....play nice.....play safe. (see attached artwork)
- Many different government and BCC agencies are now moving to become involved in this process and the Valley Chamber of Commerce encourage this. ...Qld Health Safer Venues and the interface with the public environment, Play Fair campaign, Black & White Taxis providing 50 backs of taxis to promote, Qld Health Drug Arm campaign, introduction of websites www.valleyentertainmentprecinct.com Social networking sites etc
- The official launch 22 June 2009 of the revamped Valley Liquor Accord bringing approximately 120 people together within the industry as a recognition that further work is required.
- The Valley Liquor Accord and the Valley Chamber of Commerce coming together and recognising the real need to understand the real needs of all members of the community – this has been a truly amazing result and ensured the involvement of many long term commercial property owners to better manage their properties where licensed venues and public space interface.
- The VLA Action Plan borne out of Qld Health and the VLA working together to form a responsible plan based on research.
- The launch of this campaign to take place 10.30am Wednesday 18 November 2009 at The Bank, Brunswick St Mall, Fortitude Valley.
- Recommend that a 3 year, 5 year and 10 year plan for management be produced and made public to ensure certainty and direction in the market place and public perception ie
Yet to see a plan from Police, Qld Health, Liquor Licensing on any long term plans for campaigns
- No meeting ever called by any government in the Valley Entertainment Precinct having all stakeholders in the area to discuss any issue relating to the best practice or governance for the precinct.
If fact not even a sign in the area saying you are entering the Valley Entertainment Precinct or street signage many overseas visitors to the Valley who don't know necessarily they are not allowed to drink in public

How effective have they been?

- Refer to VLA Survey results for exact statistics
- Not hitting at core of the problem re off premise discount liquor sales in bulk

The role of parents in influencing attitudes towards alcohol consumption – areas for comment

1. How could they be improved?
 - This is not just a Qld issue it is a societal issue and needs acceptance of moderation as a rule, how it is portrayed on television, you tube etc where anything can be viewed such as High school initiations, party drinking games etc.
2. How are parents influencing thee attitudes of young Queenslanders?
 - The role that the parent needs to adopt is to be the role model and exhibit the behaviours that they would like their children to display.
3. How can parents be assisted in instilling responsible attitudes to drinking?
 - More emphasis needs to be place on the danger of mixing alcohol and drugs and the impact on an individual behaviour.



The economic cost of alcohol – related violence – areas for comment

1. What is the economic cost alcohol-related violence to the Queensland community?
 - Unsure but make sure you only capture the alcohol related violence and ensure the definitions and research is adequate and has transparency eg Understanding glassing incidents on Lence Griffith University & Qld Government 2009
2. How could this cost be reduced?
 - Refer above.

Attachments:

1. Map of licensed premises within the Valley Entertainment Precinct
2. Green Clean and Safe powerpoint presentation
3. Valley Entertainment Precinct logo and your playground, play nice...play safe

Kind regards,

Carol Gordon

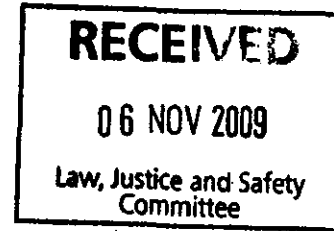
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22 October 2009

The Research Director
Law, Justice & Safety Committee
Parliament House
Brisbane Qld 4000



Sent via email: ljsc@parliament.qld.qld.gov.au
www.parliament.qld.qld.gov.au/ljsc

RE: INQUIRY INTO ALCOHOL-RELATED VIOLENCE IN QUEENSLAND
Submissions extension till 13 November 2009

The Board of the Valley Chamber of Commerce appreciates this opportunity to make a submission to your Parliamentary Committee. Valley Chamber plays a vital role in the management and communication processes in the whole of the 4006 & 4005 postcode area including the Qld State Government legislated 'special entertainment precinct' known as The Valley Entertainment Precinct.

We represent businesses and property owners operating in the day and night economy and are inclusive in our approach to ensuring other community organisations who are also "not for profit", residents and visitors to our exciting and growing area.

- It is area that has many people are passionate about achieving overall sustainable growth and good governance for the management for the area for the benefit of all.
- We actively support cultural activities and entertainment (live and electronic music that draws tens of thousands to the area every weekend.

We have coordinated the Valley Community Safety Group since March 2000 and have approximately 150 financial members and our board as voted at the recent AGM is comprised of:

Louis Bickle	President	Business & property owner (including licensed premises)
Charles Apostolos	Vice President	Property owner
Robert Van Kan	Secretary	Bank of Qld
Vicki Howard	Treasurer	Business owner
Gavin Tseng	Director	Property Owner Chinatown
Michael Yau	Director	Engineering Company
Nathan Andersen	Director	Leighton Properties
Warren Wackerling	Director	Lawyer
Jenny Best	Director	Real Estate Agent

Chief Executive Officer: Carol Gordon Immediate Past President VCC (none paid position)

Co Chairs: Valley Community Safety Group- Geoff Dick (Past President VCC) & Carol Gordon

VALLEY CHAMBER SUBCOMMITTEES: WHAT WE DO - INCLUDING ALCOHOL, DRUGS & SAFETY

1. Valley Business Club -

- monthly business luncheons upto 130 attendance, monthly networking and annual special events make attendees aware of actions taken.
- Many guest speakers talk on major planning initiatives: ULDA, City Council, developers eg Waterloo Hotel development in Valley Entertainment Precinct.
- connect the broader Valley Community including the RNA development to the Valley/Newstead area including the Valley Entertainment Precinct
- Aim to ensure all event organisers holding events in the Fortitude Valley Police District (VLA area) incl RNA respect and adhere to the VLA Licensee's Code of Conduct.



2. **Valley Community Safety Group** formed in 2000 and was active part of the Place Management process with State Government agencies, BCC, business, other community organisations and residents.
 - 2009 formed a specific subcommittee to address 25 year old problems of safety in Brunswick St West (between Wickham & St Pauls Terrace including the railway station) result an Rapid Response Team was formed and continues to successfully operate.
 - 2009 formed a Safety Reference Group to address issues relating to this submission
 - Continue to conduct the program of two safety audits pa with BCC and QPS
 - Continue to address business organisation safety concerns or perceptions when relocating staff to the Valley by addressing their staff at their premises eg Energex, Crime and Misconduct Commission.
 - Continue to address drug management issues including requesting State Government & BCC establish Drug Management Plan for Brisbane including the Valley Entertainment Precinct (as do cities of Geelong, Melbourne etc)
3. **Valley Entertainment Precinct** (day and night economy) support of the BCC Valley Neighbourhood Town Plan incorporating the Valley Entertainment Precinct and State government legislation to support music and area as a whole.
 - VCC controls the website: www.valleyentertainmentprecinct.com
 - Establish map of all licensees in the Valley Entertainment Precinct area (see attached) including hotels, clubs, bars, bottle shops and restaurants.
 - Address concerns over lack of cohesive town planning & the EPA
 - Conduct night familiarisation tours of the Valley for key decision makers eg politicians between 11pm – 4am – 4 members of the Valley Chamber Board participate in this low key but highly effective & informative tours: inside venues, public space and transport.
4. **Valley Chamber Property Owners Group** + Commercial Heritage Group (many lease their premises to licensees)
5. **Valley Liquor Accord** – VCC has the legal and accounting responsibility for the VLA and auspices their funding. All financial members of the VLA (54 plus honorary members automatically become members of the Valley Chamber.
6. **Chinese New Year 2010** – actively engage with the broad Chinese community and address safety concerns if any.
7. **Leighton Properties/VCC** – 9 year lease commencing March 2010 at HQ development in Wickham as community dividend to Valley Chamber in order for use to continue the work we do in the community.
8. **Membership & Corporate Governance** – including overseeing the VLA
9. **VCC do numerous submissions**
 - Coordinate supportive pro bono services to provide submissions to relevant government entities to support the growth and best practice management of the Fortitude Valley postcode area (4006) including the Valley Entertainment Precinct and the 4005 postcode ie Bowen Hills, New Farm, Teneriffe and Newstead areas
 - VCC submission to BCC 9 October 09 Draft Valley Neighbourhood Plan including request for management plan requirement for Valley Entertainment Precinct

HISTORY

1. VCC coordinated Nov 2007 to 2008 Valley Entertainment Precinct Management Planning meeting with key stakeholders including government state and local.
2. VCC continue to make major submission with many recommendations to Liquor Licensing 13 March 2008 regarding licensing regulations, public safety and need for a management plan for the Valley Entertainment Precinct,
3. Conduct major music event Valley Fiesta 2006 – 2008 including
 - Work with Qld Health to support responsible service of alcohol and incorporate relevant advertising into the program on stage screens, program and marquee signage in centre of mall
 - Work with QR to ensure similar and promotion of new station
 - Result we have an excellent ongoing relationship with these government agencies in support of our safety programs.

ROLE OF VALLEY CHAMBER OF COMMERCE INCORPORATED (VCC) WITH THE VALLEY LIQUOR ACCORD (VLA formerly VAMP)

- **Oversee the legal and accounting processes of the VLA**
- **Ensure group acts autonomously (VCC sub committees all do) but report back to VCC Board each month)**
- **Auspice funding submission to address key VLA strategies developed to address these priority issues.**



- VCC plays active role in assisting with the implementation of the VLA Action Plan on www.valleyliquoraccord.com
- VCC assists with the marketing and management of the www.valleyentertainment.com & www.valleyliquoraccord.com websites and function launch ie 22 June 2009 and sponsorship.

If you have any further enquires please do not hesitate in contacting us.

Regards,
Carol Gordon

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CEO VALLEY CHAMBER OF COMMERCE INCORPORATED
On behalf of the President & Board of Directors

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22 October 2009

The Research Director
Law, Justice & Safety Committee
Parliament House
Brisbane Qld 4000

Sent via email: lisc@parliament.qld.qld.gov.au
www.parliament.qld.qld.gov.au/lisc

**RE: INQUIRY INTO ALCOHOL-RELATED VIOLENCE IN QUEENSLAND
Submissions close Friday 23 October with extension to 13 November 2009**

The Valley Chamber of Commerce submission below outlines the following

Three sets of recommendations in response to your question plus response to inquiry.

- A. Introduction of a 9 point plan to address alcohol – related violence in the Valley Entertainment Precinct
- B. Overview & recommendations: request for Qld State Government to introduce a governance process for the Valley Entertainment Precinct
- C. Detailed response to your Inquiry into Alcohol- related violence in Qld

Background KEY FACTS:

- It is area that has many people are passionate about achieving overall sustainable growth and good governance for the management for the area for the benefit of all.
 - We actively support cultural activities and entertainment (live and electronic music that draws tens of thousands to the area every weekend.
1. Alcohol-related violence is both a societal issue day and night in the Valley.
 2. 80% of alcohol is sold in off premises bottle shops throughout Qld according State Government research released by Liquor Licensing report 14 February 2008.
 3. There has not been a meeting held of major stakeholders in the Fortitude Valley or Valley Entertainment Precinct held by any level of the 3 levels of Government ie Fed, State or Local since the inception 30 June 2006 of the legislated Valley Entertainment Precinct re issues of significant safety concerns by Federal, Qld State Government or Brisbane City Council have ever coordinate an operational, risk management, policy where day and night operating businesses, property owners, licensees. Residents, government agencies, community organisations have been represented.
 4. A total of 195 licenses currently operating in the 4006/ 4005 postcode area QPS Fortitude Valley Police District which includes the legislated 'Special Entertainment Precinct' known as The Valley Entertainment Precinct.
 5. We believe as we are unable to verify the actual statistics of who is trading to the full trading hours under their licenses. According to report from LOGR the following key times for closures with the majority of the 3am and 5am occurring in the 4006 postcode area including the Valley Entertainment Precinct area:
 - 99 licensees are licensed to trade to midnight
 - 13 licensees able to trade to 3am
 - 29 current licensed premises who have the right to trade to 5am licenses.



6. In correspondence received in response the VLA letter requesting information on number of "glassings" in the Fortitude Valley area. QPS have advise the following with regard to glass incidents in the 4005, 4006 post code areas including streets, footpaths housing, parks, everywhere :
- 2007 7 reported crime including 1 armed robbery
 - 2008 10 reported crime

These figures are based on the QPS definition " broadly defines a "glassing incident as an assault in which an offender ahs used a an item of glass or glassware in the commission of an offence of this nature. Such a broad definition means that the injuries suffered by complaints in the course of these types of offences can theoretically range from no visible injury received to "grievous bodily harm" or death occurring." P Savage Superintendent District Officer Brisbane Central District 24 August 2009 QPS Ref: 09/8391

Valley Chamber of Commerce comment:

- 6a. While these figures are not acceptable the number versus the percentage of visitation on 24x7 basis on each year is very low as the Police have reported advised us at both Valley Community and we strongly believe the problem has been sensationalised by the media reporting that has now created the term glassing in the every day terminology and created a new weapon of choice
- 6b. The Valley Chamber of Commerce endorses the finding regarding "Understanding the glassings incidents on licensed premises" in the Griffith University Report commissioned by the Qld State Government 2009.
Clause 6.1 Conclusion: "glassing assaults are very hard to predict".

Key finding page 7.1 in this report: "Glassing assaults are rare".

7. There is moratorium placed on licensed as of 16 September 2009 for the next twelve months is considered a good decision at the time provided it is only a short term solution. Lack of competition will create a lowering of standards.

A. RECOMMENDATION: INTRODUCTION OF A 11 POINT PLAN TO ADDRESS ALCOHOL RELATED VOILENCE IN VALLEY ENTERTAINMENT PRECINCT

1. Voluntary introduction of linkable door entry scanning systems.
2. Increase sentencing with the introduction of minimum mandatory sentencing for drug dealers caught on a licensed premises.
3. Joint funding system for VLA and State Government for Chaplain Watch.
 - a. 50% Government late night levy
 - b. 50% Venue Operators
4. Advertising ban on alcohol pricing(discounting) OFF-PREMISE to match ON_PREMISE laws.
5. Reduce the incidence of suspension in the court sentencing system for crimes involving assault with a glass weapon.
6. Ban of entry to the Valley Entertainment Precinct for persons convicted of the following misdemeanours eg

a. Assault – Common	12 months (suggested timeframes only)
b. Assault Police Officer	5 Years
c. Assault with Glass	2 Years
d. Urinating in Public Place	6 Months
e. Refusing to Exit Premises	6 Months
f. Selling Drugs	5 Years
7. **Extended Trading hours: keep the strong legislation which is already in place around extended trading. Note that Licensing have the power, and use it, to reduce trading hours summarily. The Commercial and Consumer Tribunal tend to support these decisions, adopting the mantra that extended hours are a "privilege not a right".** The grounds for taking hours back are that the relevant premises include that the use of the premises or the behaviour of persons entering or leaving is causing



undue annoyance or disturbance or disorderly conduct, which of course includes violent incidents. It's almost a safe bet that if premises have been operating with extended hours for any period then the licensee must be doing a reasonable job. Otherwise, Licensing would take action.

8. Removal of 3am lockout (major cause of frustration from queuing, transport & causes enormous issues at 3am at entry points of venues).
9. A rebate system to be introduced for all enterprises which assist in decreasing unacceptable behavior. The rebate would be drawn from the hoteliers' annual subscription to the late trading and state fee account.
10. Introduction of an "as needed" case by case basis of plastic containers for outdoor events as well as the voluntary substitution of tempered or toughened glass for standard glass.
11. Small Bars – introduction of:
 - a. Mandatory R.S.A
 - b. Security as per code
 - c. On premise toilet mandatory
 - d. Late night trading fees applicable

OVERVIEW & RECOMMENDATIONS:

REQUEST FOR QLD STATE GOVERNMENT TO INTRODUCE A GOVERNANCE PROCESS FOR THE SPECIAL ENTERTAINMENT PRECINCT (KNOWN AS THE VALLEY ENTERTAINMENT PRECINCT) ie A THREE TIER GOVERNMENT MANAGEMENT PLAN.

The Valley Chamber has always been an active supporter on all issues relating to the management of both the day and night economies in the VEP and surrounding areas.

AIM & OBJECTIVE

- Valley Entertainment Precinct is the window to the world for the entertainment industry in Queensland and an important part of the amenity of Brisbane "as a new world city" a joint Brisbane and State Government Tourism initiative..so we need to ensure "world best practise" wherever possible.
- Continue to showcase VEP to key decision makers until governance action is taken

SIGNIFICANT ISSUES RE SAFETY IN VEP :

1. On any given Saturday night, more than 150 private security officers provide safety for 15,000 on premises patrons (1: 100). On average only 15 police officers are available to regiment 25,000 people in the precinct as we as managing the whole 4006 & 4005 postcode. At last the government have accepted this shortfall and implemented five additional police for a 3 month trial period starting Oct 09.
2. 16 people on average (as estimate) ie 15 police (also need to work elsewhere in the Police District as required and 1 Chaplain Watch -this number actually working physically on the public space area in the Valley Entertainment Precinct on a Saturday night from 10am overnight
Plus BCC compliance and Mall Management managing the area on a cooperative basis + taxi supervision but there little or no integration on as a proper management process to integrate these services re communication, policy and operational.
3. Since the establishment of the VEP legislation neither the State Government or BCC have coordinated a meeting with stakeholders ie police, transport, health ,business, residents, BCC regarding overall management

matters relating to the precinct – this is not acceptable and could well be major part of the problem of perception and reality

4. **ONLY BAND AID SOLUTIONS PROVIDED TO 25 year problem in Brunswick St (between Wickham & St Pauls Terrace)** Sunday Mail media reference “100 metres of shame” to many drug and alcohol issues 24x7, “not for profit organisations operating in the Valley in this area, often seeking competitive funding from Government at all levels, seemingly some negligent property owners, safety issues in laneways, intimidating access entrance to QR off street with people sitting sleeping in streets, tenancy mix of the area including Centrelink, government employment agencies, crime and misconduct commission court, peak shows, mental health unit, private methadone clinic, needle exchange, busy 5 way intersection, BCC buses trying to fit into tight turning street curves as no bus terminus in area, 7 licensees premises, too many community service organisations that operate only 9am -5pm with clients left to own resources after hours - **and no one level of government taking the responsibility to better manage the area.** – result, if homelessness, indigenous, or mental health patients along with loitering and sense of safety reduced – long standing members of the community have more tolerance than new comers to this and funding for different demographics provided but systemic problem eg lack of funding for major gap issues for area, trading hours, inconsistencies with town planning issues and pedestrian management.
There are so many different security services operating in this transport nod area with no MOU resolved that it is easy for people of bad intent to slip their the security process creating havoc if they want to.
5. Valley organisation like VCC currently overwhelmed by many organisations approaching us re short term government funding initiatives by Federal and State Governments – no coordinated approach and all required to consult with stakeholders (often happens initially and at report process times only or as listed on email listings only).
We welcome the active support but coordination is required....left hand doesn't know what right hand is doing approach... doesn't work!
6. **REDUCE PATRON FRUSTRATION AND ANGER AT TRANSPORT NODES & IN PUBLIC SPACE**
It is totally unacceptable that QR operate trains at Fortitude Valley on Saturday night open 15 minutes and close access for patrons for the 45 minutes to access the station itself or platforms and toilets between times.
7. The Valley Chamber supports the Night Chaplain Service and has offered the use of its office, amenities and on site parking for this valuable service free of charge.
8. Lack of research data available to stakeholders to make informed decision and need to provide accurate information to media where relevant
9. Media publications resulting in rapid political response rather than an appropriate evaluated response
10. Independent review of Media role to handing of say misinformation ie “300 glassings” and introduction of term “glassings” and it's effect in common vernacular as weapon of choice now by some people fortunately in the minority. This number was also inadvertently used in slide presentation at BCC Conference to nationwide councils as a matter of fact.

RECOMMENDATION RE: ESTABLISHMENT OF BEST PRACTICE & GOOD GOVERNANCE MANAGEMENT PRACTICES FOR VALLEY ENTERTAINMENT PRECINCT -

- We do not believe this has to be costly to implement just practical good sense approach.
- Valley Chamber of Commerce would like to be actively involved in this process to add value to the process.

GOVERNANCE REQUIREMENT = INTRODUCTION OF A MANAGEMENT PLAN

1. Qld State Government act now to ensure “increase good governance” (of the legislated “Special Entertainment Precinct” 30 June 2006)
2. Establish a three tier Strategic Management Plan for VEP including: Federal, State Governments and BCC, key stakeholders with Qld State Government the lead agency – with meetings held in the VEP.

- Federal Government to participate in policy re proposed changes to tax legislations, funding initiatives ie drinkwise etc
 - RNA Development as it progresses to be included in this process as many large events held at RNA
 - Utilise MOU process or further changes to legislation.
 - BCC have indicated a willingness to establish a Management Plan 23 Oct 09 at the Valley Malls Advisory Committee – State Government has seat on this committee.
3. **Establish a formalised 3 year trial period and review process.**
- Resolve terms of reference through stakeholder communication plan for VEP.
 - Successful trials can then be rolled out across the Queensland.
 - Will help with Government resources and funding as the area already has a highly successful communication and network with so many of the stakeholders working together informally. Many licensees have ownership of venues elsewhere across Queensland. The Valley Chamber is also a member of Commerce Queensland and could provide a further network of community consultation elsewhere once trials have been completed and need to be implemented elsewhere.
 - The area has already been used on a trial basis for a number of years. This is already happening in many incidents with varying government departments and BCC eg Qld Health Safer Venues Program, Valley Safety CPTED audits, venue capacity counts with police, patron education programs, research, work with taxi council, traffic signaling in area, etc
4. **Establish a review process**
- Establish this important element which was missing in the feedback process of the former Premier's 17 Point Plan, affecting credibility and consequence.
5. **Establish stakeholder database**
- Role: establish management plan to address matters of : Policy, Operations & Communication
 - Recommend: policy and operational stakeholders should be meeting separately to ensure right people from Government attend the meeting to address relevant issues (this has been a major problem previously)
 - Provide forum to allow stakeholders to learn and resolve about joint problems.
Many issues need to have better solutions and best practice implemented and recognize the costs that may be incurred but certainly this in the first instance communication and better management practices simply need to be implemented.
 - Use smaller reference groups for particular topics that need to be addressed ie patron education
6. **Removal of the official terminology relating to the word "glassings"**
- as recommended by the Chaplain Watch as creating a new weapon of choice: by some people with media requested to support this position.
7. **Ensure ALL STATE GOVERNMENT DEPARTMENTS INCLUDING QPS , LOGR & QLD HEALTH enshrined the same terminology eg "glassings" as currently not the case to ensure accurate recording of research data and has publically transparency to ensure media and others report accurately.**

FINANCIAL PROCESS – USE ECONOMIES OF SCALE

8. Hold stakeholders audit on all current funding including government funding and "not for profit organisations with government funding:– as there is much duplication and lack of gap funding for difficult issues.
- Use cooperative approach to coordinate what many parties are already doing on individual basis
9. **Establish a VEP budget and income source examination – use less bureaucratic approach and save money-** this is a whole of community problem with alcohol related violence only part of the problem to be funded – recognition that government taxes already collected to achieve some of these aims

OPERATIONS

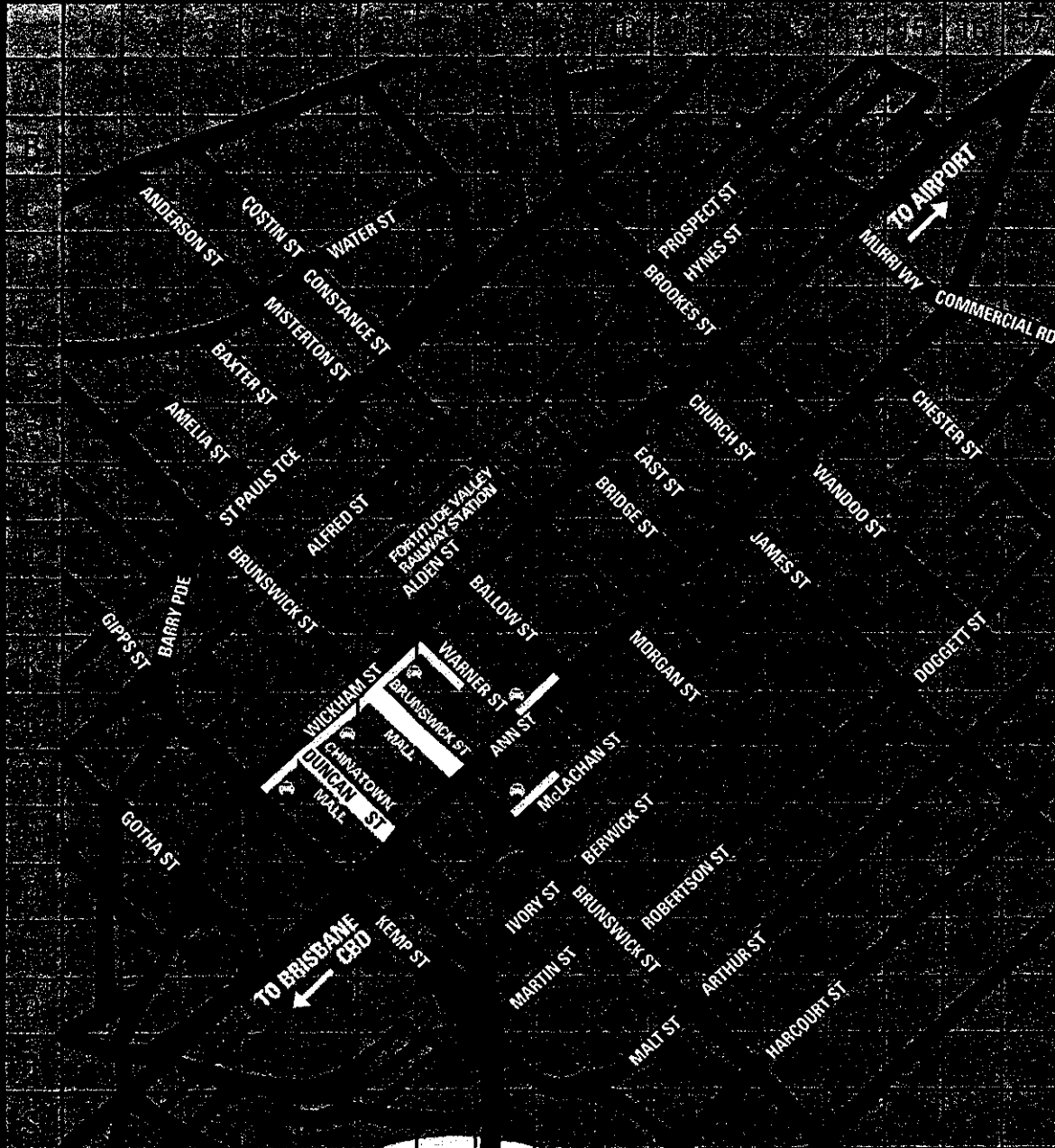
10. Transport Management Plan for the Valley Entertainment Precinct be required and provided to stakeholders (recognition this is a live document)
11. Government Control and reference group to address Brunswick St serious safety issues as wholistic solution required.
12. More external cameras required more..
13. **Need to understand pedestrian flow in area at nominated times - Another QPS capacity study by police to occur at a point of time for number of patron visiting the area is needed as all agencies use different estimate of weekly numbers.**
14. All retail business operators in VEP area between midnight and 5am required must play their part in responsible management: licensees, retailers ie convenience stores, food operators and supply of toilets for customer if they have them under their leases.
15. Party Buses serving alcohol available on board be removed as difficult to police the public space when party goes often depart the bus(es).
16. Event organisers required through the event permit process to include local Liquor Accord executive representatives in their stakeholder process including the debriefing process and register their names with the local Liquor Accord.
17. **Reduce patron frustration and anger at transport nodes in public space**
it is totally unacceptable that QR operate trains at Fortitude Valley on Saturday night open 15 minutes and close access for patrons for the 45 minutes
 - a. We request the station platforms are open for safety of QR/Translink customers throughout Friday and Saturday night to remove the lingering and sometimes antisocial behaviour of leaving people in an unacceptable position
 - b. Erect for first time in history of area directional & electronic train timetable signage in Valley Mall and outside the station itself for the information of QR /Translink Customers
 - c. As many of the trains go long distances to Caloundra, Ipswich & Logan important customers need to know their options and train time hours easily and need access to train station public toilets during waiting times.
 - d. Operate trains on Saturday night after midnight on a non Sunday timetable until 6am to move people from the area
 - e. **Establish and MOU between all parties including train unions, BCC, Police, Valley Metro, the many security companies and services that are not integrated.**
18. **Recommendation:** Use collaboration with Valley Chamber Valley Liquor Accord etc in Valley Entertainment Precinct to achieve marketing campaigns Since introduction of Valley Entertainment Precinct logo (attached to submission) "your playground...play nice...play safe" many organisation such as Invisible Ink and Qld Health have come to the Valley Chamber seeking participation under this banner advertising – to promote other patron education programs ie "play nice" free advertising space on billboards and back of over 50 Black & White taxis over the next twelve months have been provided to the Valley Chamber at no charge.
19. **Recommendation:** Government to be consistent include or remove **all reference to drugs when addressing in reference to alcohol and violence - you can't have it both ways** eg Drug Awareness Week 2009 focused on Alcohol and Drugs but NO reference required in this submission process - it is a society issues and must be included in this dialogue or we should request it be taken off the VLA Action Plan even though Drug Arm are asking the VLA to do a joint safety campaign.
Real Answer: we recommend a Drug Management Plan be established as this is a large societal issue and needs to be made more transparent in how it should be managed
20. Address issue of increasing public awareness eg ie notification of pending liquor licenses..

B. DETAILED RESPONSE TO YOUR INQUIRY ALCOHOL-RELATED VIOLENCE IN QUEENSLAND

The Valley Chamber of Commerce members and the VLA conducted both on line surveys and the responses will be reported by the VLA – the Valley Chamber responses below are in support of the broad based membership of the VCC.

VALLEY ENTERTAINMENT PRECINCT VENUE LOCATIONS

WWW.VALLEYENTERTAINMENTPRECINCT.COM
WWW.VALLEYLQUORACCORD.COM



- | | |
|--|-------------------------------------|
| 2002 Cyber City L5 | Luxe L15 |
| Alhambra N8 | Mandarin Palace M5 |
| aloneword I4 | Mecca Bah E15 |
| Arena I4 | Mellino's Restaurant L7 |
| Bank Vault Lounge M7 | Mint Indian Gourmet 09 |
| barsoma I9 | Mitho Nepali Restaurant L5 |
| Belle Epoque E14 | Mix Bar M8 |
| Bow Thai Restaurant N4 | Mustang Bar N7 |
| Bravo Wine Bar Bistro R11 | Nest Licensed Cafe D6 |
| Brazilian Touch M9 | Oyama Japanese Restaurant O3 |
| Bruce Watling Galleries G16 | Palace Centro Cinema K14 |
| Birdee Num Nums O5 | Plan B Restaurant & Bar K6 |
| Buzz Bistro J14 | Planet Nightclub K8 |
| Cafe 131 Q2 | Queensland Liquor Supplies E5 |
| Cafe Restaurant Capri E14 | Queens Arms Hotel L16 |
| Caxton Street Catering N10 | Rics Cafe M7 |
| Central Brunswick Apartments Hotel S13 | RNA Showground C8 |
| Chinahouse Seafood Restaurant Pty Ltd M5 | Rockafellas Bar K5 |
| Chopstix O9 | Royal George Hotel M7 |
| Cloudland N7 | Scores Night Club K5 |
| Club 299 L6 | Sirianni Fine Foods Pty Ltd E15 |
| Constance St Fine Wine Cellar E5 | Sky Room K5 |
| Cosmopolitan Coffee Valley L7 | Societe Bar Bistro P10 |
| Cru Bar & Celler J14 | Spanish Tapas Bar R13 |
| Culinar Creative Catering Pty Ltd I15 | Step inn I3 |
| Depot Emporium E15 | Sukiyaki Express O9 |
| Don't Tell Mama J5 | Sushi On The Run O3 |
| Elephant and Wheelbarrow M7 | Tabu Lounge Bar-Nightclub K5 |
| Emperor's Palace Chinese Restaurant N6 | Tara Thai Restaurant L4 |
| Empire Hotel N8 | Thai On Brunswick O9 |
| Emporium Hotel D14 | Thai Vv-Rat N5 |
| Enjoy Inn M4 | The Beat Cabaret & Restaurant M8 |
| Family Nightclub O7 | The Buffalo Club K5 |
| Freestyle E15 | The Bowery M7 |
| Fringe Bar J10 | The Cabaret Nightclub L6 |
| Garuva G10 | The Church K7 |
| Genghis Khan Mongolian Restaurant O7 | The Coffee Club Cafe O9 |
| Giardinetto Restaurant Q11 | Valley Hotel / Lassiters Bar 388 N9 |
| Glass Bar & Restaurant O9 | The Met K6 |
| Globe Theatre J4 | The Metro On Gipp J2 |
| Golden Palace N6 | The Monastery N7 |
| SPD Hotel K9 | The Original Montezuma's R13 |
| Harveys L15 | The Thirsty Camel Liquor Store K5 |
| Hospitality Training Association Incorporated J7 | The Troubadour L7 |
| Hunan Chinese Restaurant N6 | The Vietnamese Restaurant L5 |
| James St Market J14 | The Wickham Hotel I7 |
| James Street Bistro L15 | The Zoo L8 |
| Jubilee Hotel E6 | Three Bistro E15 |
| Judith Wright Centre O10 | Tibetan Kitchen S13 |
| Kaliber Boutique Lounge Dining L5 | Tisane Tea Room J16 |
| King Of Kings Seafood Restaurant M4 | Tivoli Cabaret C3 |
| Koh-ya Brisbane P4 | Tony's Niteclub L4 |
| La Ruche L8 | V Lounge & Restaurant P2 |
| Les Amis E7 | Vroom Cafe Bar L16 |
| Limes Hotel F6 | Wagamama E15 |
| Loki Bar M7 | Waterloo Hotel E16 |
| Love and Rockets L8 | X & Y Bar N6 |
| Luckys Trattoria O9 | Yee Foong Chinese Restaurant L5 |
| Lunar Lounge On James N17 | Zuri Lounge N8 |

VALLEY MARKETS Saturday 8am-4pm & Sunday 9am-4pm.

This map is produced by Valley Chamber of Commerce Inc as indicative location of venues

Subject to change without notice