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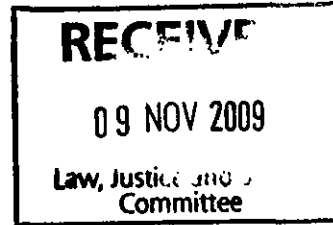
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Friday, 6 November 2009

Ms Barbara Stone MP
Member for Springwood
Chair
Law, Justice and Safety Committee
Parliament House
Brisbane Qld 4000



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Dear Ms Stone

Thank you for the opportunity to submit the following responses to the specific matters raised in the Issues Paper '*Inquiry into Alcohol-Related Violence in Queensland*' (August 2009).

I make the following response based on more than 15 years of working closely with a range of key stakeholder groups involved in alcohol management including the Queensland Police Service, Liquor Licensing, Queensland Health, Local Government, liquor licensees and community-based services.

My work in this area started as a Project Officer with the Queensland Police Service coordinating the Surfers Paradise Safety Action Project. This project represented a significant milestone in the management of alcohol related issues within local communities and laid the groundwork for a more collaborative approach between key community stakeholders, particularly liquor licensees in problem-solving these issues. Since that time I have also been involved, as a public servant and more recently as a private consultant, in facilitating the development of action plans for addressing alcohol management issues in a range of communities throughout Queensland.

Although my comments regarding some matters will be critical, I trust that it will be understood that my intent is to be honest and constructive.

Yours sincerely,

Gordana Blazevic

Response to Issues Paper ***'Inquiry into Alcohol-Related Violence in Queensland'***

Summary of recommendations

Take-away liquor outlets

- Take-away liquor outlets need to play a part in harm minimisation.
- Price-based advertising of take-away alcohol should be banned, in the same way as it currently is for alcohol consumed on-premises.
- Staff managing and working in take-away liquor outlets should be required to complete training similar to the training required of on-premises staff (e.g. Responsible Licensed Venue Management and Responsible Service of Alcohol) and tailored to the requirements of a take-away liquor outlet.
- Take-away liquor outlets should also be encouraged to have a Responsible Alcohol Management Plan and participate in local liquor accords.

Police presence

- Police presence must be increased in locations where there are large numbers of licensed premises concentrated in one area (e.g. Brisbane CBD, Fortitude Valley, Surfers Paradise and other tourist/resort areas, and the CBDs of some regional areas).
- Increased Police resources should be funded by the additional fees already paid by licensees who trade after 1am, 3am and to 5am.

Liquor Accords

- To ensure the long term sustainability of Accord groups the allocation of dedicated resources to provide professional coordination and administrative support is imperative.

Safe Venues Program

- The Safe Venues program requires adequate resourcing through a special allocation of dedicated funds (e.g. using some of the additional licensing fees paid by late night traders).
- A partnership needs to be established between the Safer Venues program and a tertiary institution (e.g. Griffith University) that could provide Criminal Justice Studies students to undertake the assessments, and also undertake periodic evaluation of the program to ensure that it remains effective and relevant.

- The profile of the annual Safe Venues awards needs to be lifted linking the awards with another existing awards program (e.g. Lord Mayor's Business Awards). Such a link would recognise the significance of the economic prosperity of a locality and its social (including safety) well being.

Data collection and sharing

It is my view that we need to establish robust data collection systems that tell us what we need to know to respond to alcohol related issues. These systems need to be established in collaboration with all stakeholders, including licensees, and they need to be transparent and available to all stakeholders.

Assaults using a weapon (glass)

The use of this term, and the irresponsible reporting of alleged 'glassing incidents' be banned in much the same way as we don't see the reporting of suicide statistics and the amounts of money stolen during armed robberies. These are trends we want to discourage not create a popular following for.

ID scanners

The use of ID scanners and any other technology-based strategy that has the potential to provide peace of mind for licensees, patrons and the broader community should be examined comprehensively.

The installation of additional technological mechanisms by licensees, where required and that have a benefit beyond the business itself, should be subsidised by the government in much the same way as the government subsidised local governments for the installation of CCTV in public places throughout numerous communities in Queensland.

Effective management of entertainment precincts

- The a model for the effective and sustainable management of an entertainment precinct be trialled in an identifiable entertainment precinct, such as the Fortitude Valley, to provide a governance framework for the development, delivery and evaluation of strategies to management to diverse range of activities that make up the entertainment precinct during the day time and at night (e.g. transport, security, lighting, policing, cleaning, promotions, state and local government liaison, coordination of health and community services, venue and patron management, etc).
- The Committee examine the applicability of the International Safe Community (ISC) model as a framework for the development of a management plan for an entertainment precinct. The ISC model recognises safety as 'a universal concern and a responsibility for all'. It initiates the establishment of an infrastructure in local communities for addressing injury prevention and promoting safety through the building of local partnerships and targeting of injury-related issues, including the impact of alcohol, that are significant to the local community.

Community support services after midnight

There is an increasing need for community support services after midnight in areas such as Fortitude Valley and the Brisbane CBD. Such a service is currently provided by ChaplainWatch on a voluntary basis. This service, or one similar to it, needs to be properly resourced.

Best practice harm minimisation measures

Why do some individuals become violent offenders after consuming alcohol? What medical or psychological factors are involved?

There will be a significant amount of information presented to the Committee from academics and specialist researchers much more qualified than myself to respond to this question.

From my experience, the key issue here is that it is only 'some' people who are intoxicated also exhibit violent behaviour - the generally accepted estimate is that this group comprises approximately 5 per cent of people who go to licensed premises.

A recent study by Prof Paul Mazzerolle of Griffith University also indicated that a direct causal relationship between alcohol consumption and aggression (violence) is difficult to conclude given the numerous other individual, group and environmental factors that can contribute to an escalation in violence.

What measures are there to reduce harm?

There are a diverse range of educational, regulatory, law enforcement, corrective and rehabilitative strategies that are aimed at reducing alcohol-related harm. There are also a range of complementary health promotion, environmental design, industry development and community development strategies also aimed at reducing alcohol-related harm.

The committee is no doubt aware of these. The Issues Paper provides a fairly comprehensive list.

How effective have those measures been?

In response to this question, I would like to make the following comments with regards to some of the measures implemented to date.

- Limiting promotions and restricting advertising of alcohol

These measures have to date focused solely on the promotion of alcohol and advertising by licensed premises. Take-away liquor outlets have not had any restrictions placed on them. These outlets engage in promotional activities (e.g. on-site tastings) and advertising campaigns that go straight into the family home, are broadcast via internet, radio and television, and are attached to customer loyalty programs (e.g. Coles discount fuel offers).

Research I have undertaken, in conjunction with a contract I am fulfilling with Queensland Health, shows that drinking behaviour continues to be influenced by the price of alcohol. A patron survey across 11 geographic locations throughout Queensland drew responses from 978 patrons of licensed premises (predominantly aged between 20-29 years). Over 50 per cent of responses indicated that the drinking behaviour these people continues to be influenced by the price of alcohol.

This same research indicates that 81 per cent of patrons of licensed premises drink alcohol before going to a licensed premises – of these 36 per cent reported drinking more than 6 drinks in a 4 hour period before going out. This alcohol was not purchased from on-premises but most likely at a take-away liquor outlet.

Take-away liquor outlets need to play a part in harm minimisation.

It is my view that:

- Price-based advertising of take-away alcohol should be banned, in the same way as it currently is for alcohol consumed on-premises.
 - Staff managing and working in take-away liquor outlets should be required to complete training similar to the training required of on-premises staff (e.g. Responsible Licensed Venue Management and Responsible Service of Alcohol) and tailored to the requirements of a take-away liquor outlet.
 - Take-away liquor outlets should also be encouraged to have a Responsible Alcohol Management Plan and participate in local liquor accords.
- Police presence

Visible Police presence is arguably the most effective deterrent to misbehaviour of any kind, including alcohol-related anti-social behaviour and violence. This has been borne out by the academic research undertaken into police and licensed premises and also in practice when police operations are mounted which increase police presence in and around licensed premises.

Unfortunately, Police have not been able to sustain the level of presence required in and around licensed premises, particularly in locations where there are large numbers of licensed premises concentrated in one area, due to staffing resource issues and other policing priorities in the broader area covered by particular Police divisions.

It is my view that Police presence must be increased in locations where there are large numbers of licensed premises concentrated in one area (e.g. Brisbane CBD, Fortitude Valley, Surfers Paradise and other tourist/resort areas, and the CBDs of some regional areas). These resources should be funded by the additional fees already paid by licensees who trade after 1am, 3am and to 5am.

- Better venue management - Liquor accords

Feedback from key community stakeholders in the communities in which I have worked indicates that venue management has improved significantly with the various strategies that have been put in place over the past decade (e.g. Responsible Service of Alcohol training, Responsible Venue Management training, CCTV, Responsible Alcohol Management Plans, etc).

Monitoring and responding appropriately to patron intoxication appears to be an ongoing challenge particularly in cases where patrons are also affected by other substances. In addition to the training required of staff under legislation, I have evidenced licensees in many areas providing additional training for their staff in areas such as conflict management, understanding and responding to the effects of various illicit substances and first aid.

The recognition of Liquor Accords has, in my view, been another major step in ensuring the adoption and sustainability of a culture of continuous improvement in venue management. Collaboration between licensees and other key business and community stakeholders has benefits not only to the manner in which venues are managed but also the wellbeing and safety of the communities in which these Accords are operating.

The concept of Accords – or community-based alcohol management partnerships – is not new. In 1993, the Surfers Paradise Safety Action project demonstrated the very significant and positive changes that can be achieved through working collaboratively with all stakeholders, including licensees and security providers. Since then, we have seen numerous such community-based partnerships established with the support of various government agencies (e.g. Police, local councils) that predominantly provide the coordination required to maintain the partnerships. We have also seen these partnerships deteriorate when these coordination resources are not able to be maintained.

The Valley Liquor Accord, Gold Coast Liquor Industry Consultative Association and the Logan Corridor Liquor Industry Action Group have been a few exceptions. These Accord groups commenced with support from government agencies and have been maintained over a significant period of time during which strong local industry leadership has emerged.

An evaluation of the Surfers Paradise Safety Action project by Professor Ross Homel and others (Griffith University) indicated that the two key success factors required to ensure the sustainability of such partnerships is coordination resources and a clear purpose.

Over the past two year Queensland Health has supported 12 Liquor Accords in Queensland with the development of evidence-based action plans to address locally identified alcohol management issues.

This process, coinciding with the recognition of the value of Accords in the Liquor Act, has seen the establishment of new and revitalisation of existing Accord groups in areas such as Bundaberg, Gladstone, Gayndah, the Sunshine Coast Hinterland, Noosa, Mooloolaba, Caloundra, Caboolture and Redcliffe. Regular reviews conducted in these areas indicate that this process has been instrumental in supporting more active participation by all stakeholders, greater and more regular sharing of information, and increased collaboration in areas such as staff training, promotion of key health and safety messages, and early identification and response to emerging issues.

The Sunshine Coast Accord groups, for example, are progressing parts of their action plans in collaboration with the Sunshine Coast Youth Alliance which successfully applied for Federal Government Binge Drinking funding. Local research, facilitated through the Accord groups, contributed to the rationale for the application.

Caboolture Accord, for example, reported that the establishment of an accord had been attempted on four previous occasions with no success. A structured process and objectives, based on local research, has provided the current Accord group with a clear purpose and strategic direction.

This process has also facilitated the revitalisation and rebranding of the Valley Liquor Accord – formerly the Valley Alcohol Management Partnership – which now works in a formal alliance with the Valley Chamber of Commerce to address alcohol management issues within the context of the Valley's overall social, commercial and environmental objectives.

There are doubtless other examples of Accord groups that are also achieving positive outcomes for their members and the communities in which they operate. However, the longer term sustainability of these groups without dedicated resources to provide professional coordination and administrative support may be at risk. Government has recognised the value of Accords but has not allocated any resources (e.g. an annual coordination and administration subsidy, a small grants program) to support them on an ongoing basis.

The tangible support of Accord groups is imperative and should form part of the recommendations of this Committee.

- Better venue management – Safe Venues Program

The Safer Venues program is facilitated and supported with funding from Queensland Health. Its focus is clearly on effective venue management y identifying the risks associated with managing a licensed venues and assessing venues on their performance. Safer Venues annual awards promote and recognise good venue management practices.

The Safer Venues program is in its third year and has been particularly well received by licensees in Fortitude Valley. Licensees in this location believe that the program has such a significant influence on venue management that venue that become members of the Valley Liquor

Accord (there are in excess of 50 to date) are immediately entered into the Safer Venues program.

In order to meet demand and extend to other Accord groups, the Safe Venues program requires adequate resourcing. This can be achieved in a number of ways - using some of the additional licensing fees paid by late night traders or a special allocation of funds.

The program would also benefit from a partnership with a tertiary institution (e.g. Griffith University) that could provide Criminal Justice Studies students to undertake the assessments, and also undertake periodic evaluation of the program to ensure that it remains effective and relevant. This would be excellent practical experience and is also cost effective.

The profile of the annual Safe Venues awards also needs to be lifted, for example, by linking the awards with another existing awards program (e.g. Lord Mayor's Business Awards). A link with the Lord Mayor's Business Awards would recognise the significance of the economic prosperity of a locality and its social (including safety) well being. The Lord Mayor's Business Awards already recognise contributions to environmental protection; the recognition of social responsibility would complete the triple bottom line of accountability.

- Liquor licensing enforcement – assault with a weapon (glass)

The Liquor Act has been reviewed recently and Licensing Officer (whether attached to Liquor & Gaming Regulation or Police) have sufficient legislative backing to address the majority of alcohol management issues that are likely to occur in licensed premises.

It is unfortunate that recently there has been a media-driven campaign that has placed the spotlight on incidents of assault with a weapon (glass) with the result that numerous licensed premises have been required to show why they should not be required to replace drinking glasses with tempered or plastic ones.

Any assault by one person by another is a serious matter, irrespective of the use of a weapon or otherwise. We know from real life and have emphasised in government education campaigns that 'one punch can kill'. There are laws in place that deal with offenders who commit assaults; they should be used. Are we saying, with the current focus on assaults with a weapon (glass) that these types of assaults are more serious than any other type of assault?

It is extremely sad, and dare I say irresponsible, to allow the media to blow an issue totally out of proportion and for our government to be jumping to the tune of the media in an ill-advised attempt to be seen to be responding to a serious alcohol related issue – I believe it has been described as a 'pandemic'.

The premise upon which all this activity is based is seriously questionable.

Firstly, we have no reliable data about the nature and extent of assaults using a weapon (glass). If Police statistics are to be believed, and they should be, it is a statistically minor issue. But we all know that Police statistics are reliant on reporting and often this may not occur for a variety of reasons. So, we scurry around looking for other data sources – hospital admissions data. That paints a similar picture even though this data is less reliable due to the recording requirements and the environment in which this data is collected. Queensland Injury Surveillance data also paints a similar picture despite the fact that their collection centres vary in reliability and capacity to collect data. The bottom line is that we do not have any reliable data about the nature and extent of assault using a weapon (glass).

It is my view that we need to establish robust data collection systems that tell us what we need to know to respond to alcohol related issues. These systems need to be established in collaboration with all stakeholders, including licensees, and they need to be transparent and available to all stakeholders. This may a big ask given the way in which we currently protect some data (e.g. Police) however if we say that crime prevention is a whole of community responsibility and that partnership approaches deliver the best results then sharing of vital information must be part of that process.

Instead of a reliable and robust evidence base for addressing assaults using a weapon (glass), what we do have is a heightened state of emotion and fear that has been driven by our media. What we also have is a new word to add to the language heard in our streets – ‘glassing’. The Chaplain who provides one of the few community support services after midnight (ChaplainWatch) tells me that prior to the recent media campaign he had never heard this term; now he hears it used regularly as a threat.

It is my view that government should ban the use of the term ‘glassing’. The dictionary defines the verb ‘glass’ as “to injure somebody with a drinking glass or a broken part of a drinking glass, usually in the face” and refers to it as *slang* expression. This highlights another problem with the use of this term or the more recently popularised one of ‘glassing’. While the definition may refer to a ‘drinking glass’, the available statistics on assaults using a weapon (glass) are not restricted to drinking glasses and, in fact show, that in the majority of such assaults it is a glass bottle that is used.

Irrespective of whether we are talking about a drinking glass or a glass bottle, it is my view that encouraging the use of that term is contributing to the incidents of this type of assault. I am not sure what more recent Police statistics show with respect to the occurrence of this type of assault but it would be interesting to see if incidents have increased since the media campaign about ‘glassings’, compared with the same period in previous years. If they have, I would suggest that this has been due to the popularisation of the term by the media.

As stated previously my view is that the Committee should recommend that the use of this term, and the irresponsible reporting of alleged 'glassing incidents' be banned in much the same way as we don't see the reporting of suicide statistics or the amounts of money stolen during armed robberies. After all, these are trends we want to discourage not create a popular following for.

The issue of increased violence within the community that the 'glass ban' is attempting to address is much more complex and requires a multi-faceted approach. It is a social issue not a regulatory issue. Alcohol is not the cause of violence; it is sometimes - and importantly, not always - an exacerbating factor. Often when this occurs, the alcohol has been consumed either totally, or in large part, in locations other than on licensed premises.

The targeting of licensed premises that have allegedly had a reported incident involving assault with a weapon (glass) and the pre-emptive 'naming and shaming' of these businesses without substantiated cause is an unfortunate response by government and could be viewed as a denial of natural justice. The perception has already been created that these are 'high-risk' venues.

I believe that investigative journalism has its place but I am also of the view that when media have such a significant influence on public opinion it needs to take a more balanced and constructive role in supporting strategies that will prevent these types of incidents and encourage greater self-responsibility by patrons for their behaviour. Many Liquor Accords are putting significant resources towards positive patron education campaigns - what is the media doing to assist these process?

- Liquor licensing enforcement – ID scanners

One of the strategies that has gained significant momentum from the media campaign about assaults with a weapon (glass) is the potential for installation of ID scanners in licensed premises as a deterrent to misbehaviour and also to assist with the identification of alleged offenders. There appear to be mixed views about the effectiveness of ID scanners from within the industry and the suggestion that not all premises should be required to have them.

I am of the view that the use of this and any other technology-based strategy that have the potential to provide peace of mind for the licensees, patrons and the broader community should be examined comprehensively. I am also of the view that any requirement for the installation of additional technological mechanisms, that have a benefit beyond the business itself, should be subsidised by the government in much the same way as the government subsidised the installation of CCTV in public places throughout numerous communities in Queensland.

The majority of public CCTV systems have been installed by local governments across Queensland with dollar for dollar funding from the state government (Security Improvement Program, Department of Local Government).

In the same way that the public benefits from CCTV, so too it will benefit from ID scanners that will deter offenders but also be invaluable to Police for the identification and prosecution of alleged offenders, missing persons, persons of interest, etc.

- Effective offence and penalty framework
 - not with respect to matters that go to court, perception that courts are giving the wrong messages about the seriousness of offences such as assaults (with glass)

What works? What doesn't work?

What doesn't work is an adhoc/band aid approach driven by the media and a frustration at the perceived escalation of problems despite the lack of reliable data to support this position. But there is little to be gained in discussing what doesn't work.

There is significant research that demonstrates that the most effective approach to alcohol management is a multi-faceted and integrated approach undertaken in collaboration with all key government, business and community stakeholders (Hemel and others).

The problem with this approach is not that it hasn't been applied to greater and lesser degrees in many communities and particularly those with a large number of licensed premises in a concentrated area. The problem is that the approach has not been sustainable. Some of the reasons for this are:

- The partnership is not established formally with a real commitment from all key stakeholder agencies. This is why we see individuals representing key stakeholder organisations choosing not to give participating in the partnership the same level of priority over time; key stakeholder organisations not sending a representative for extended periods of time or sending a different person each time; key stakeholder organisations deciding that the partnership is not relevant to their core business; etc.
- The partnership has no legitimate collective governance over the area it represents.
- The partnership is not resourced to be managed professionally.
- Not all key stakeholder organisations are willing to consistently share data and information with each other.
- While there is a management plan in place with clear goals and objectives
 - monitoring, review and evaluation are often not undertaken.

This Inquiry provides an exciting opportunity to pilot a model for the effective and sustainable management of an entertainment precinct. In identifiable precincts, such as the Fortitude Valley, an overarching management plan could be developed to provide a governance framework for the development, delivery and evaluation of strategies to management to diverse range of activities that make up the entertainment precinct during the day time and at night (e.g. transport, security, lighting, policing, cleaning, promotions, state and local government liaison, coordination of health and community services, venue and patron management, etc).

Such a framework would allow for the precinct to be managed and services delivered in a co-ordinated, timely, efficient, structured, and appropriate way.

From my conversations with various stakeholders, this concept will be put to the Committee from a number of perspectives - notably Council, Chamber and I believe Police - as well as from the Valley Liquor Accord. It is positive that there appears to be general agreement about the need for a management plan.

Key issues will include:

- The body created to govern the precinct and I believe there should be one created rather than governance be vested in an existing entity.
- What the specific objectives of the plan will be.
- How will the development, implementation and evaluation of the plan be resourced.
- How the development of the plan will be undertaken - even though we all generally know the issues, there needs to be a consultative process that allows for broad input and priority setting.
- When/how will the plan be reviewed - independent annual review needs to be funded).

I would like to recommend to the Committee that it examine the applicability of the International Safe Community (ISC) model as a framework for the development of a management plan for an entertainment precinct.

The ISC model was developed in 1989 at the World Health Organisation's *World Conference on Accident and Injury Prevention* in Stockholm, Sweden. The model recognises safety as 'a universal concern and a responsibility for all'. It initiates the establishment of an infrastructure in local communities for addressing injury prevention and promoting safety through the building of local partnerships and targeting of injury-related issues that are of significance to the local community.

One of the strengths of the ISC model is that it is based on a community development approach and consequently is able to be adapted to the diverse cultural and socio-economic circumstances of communities.

Since 1989, almost 200 communities across the globe have been formally designated as an ISC, with populations ranging from 2,000 to 2,000,000 persons. There are 13 ISC designated communities in Australia – 4 in Queensland.

Although it is difficult to apply identical criteria to different communities, the World Health Organisation's Collaborating Centre on Community Safety Promotion, located at the Karolinska Institute in Stockholm, has developed six criteria that need to be comprehensively addressed when applying for accreditation as an ISC. They are:

1. An infrastructure based on partnerships and collaborations governed by a cross sectional group responsible for safety promotion in the community.

2. Long term, sustainable programs covering genders, ages, environments and situations.
3. Programs that target high risk groups and environments and promote safety for vulnerable groups.
4. Programs that document the frequency and causes of injuries.
5. Evaluation measures to assess the programs, processes and effects of change.
6. Ongoing participation in national and international Safe Community (SC) networks.

The accreditation of a community as an ISC requires that the community apply for redesignation at least every five years ensuring that there is external accountability and the outcomes of the programs implemented by the community partnership are sustainable.

Further information about the ISC model can be found at:

The website of the Collaborating Centre on Community Safety Promotion - http://www.phs.ki.se/csp/who_safe_communities_indicators_en.htm

The website of the Australian Safe Communities Foundation - <http://www.safecommunities.org.au/ascf/welcome.php>

The website of the Safe Communities Foundation of New Zealand - <http://www.safecommunities.org.nz/about/>

Both the Australian Safe Communities Foundation and the Safe Communities Foundation of New Zealand are Certifying Centres accredited by the Collaborating Centre on Community Safety Promotion.

The impact of late opening hours

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

It is my view that incidents of alcohol related violence are about behaviour not about opening hours.

It has been suggested by various stakeholders that the longer licensed premises are opened, the longer patrons will drink and the risk of alcohol related violence increases. Taking this suggestion to its 'natural' conclusion, if licensed premises closed earlier, people would not drink elsewhere and we would see less alcohol related violence.

It is my view that people are predisposed to violence will do so irrespective of trading hours and if they require alcohol to bolster their 'confidence' to act, they will find it irrespective of trading hours.

What has been the impact of the 3am lockout on the incidence of alcohol-related crime?

There have been various statements made by the government over the past few years about the success of the 3am lockout. Police say that the lockout has decreased the number of alcohol related incidents. This was the basis upon which the lockout was introduced on a permanent state-wide basis. Frankly, I find this confusing. If this is indeed the case, that the 3am lockout has been successful in reducing alcohol related incidents, then why are we having a Parliamentary Inquiry about alcohol related violence?

The government introduced the 3am lockout on a trial basis and with a commitment to have it independently evaluated. The independent evaluation was never undertaken and after the twelve months trial period the lockout was declared a success and implemented on a state-wide basis.

Had an independent evaluation of the lockout been undertaken, it may have, for example, identified some of the impacts of the lockout on patrons and what may be required to support patrons to better manage the lockout as part of their night out. I understand that the Valley Liquor Accord has conducted a patron survey that indicates that a significant percentage of respondents feel less safe since the implementation of the lockout.

(I am prepared to discuss this issue, in confidence, with the Committee if they would like further information about the originally commissioned independent evaluation of the 3am lockout. I am the independent consultant who was contracted to undertake this evaluation.)

It is my view that before any changes are made to trading hours, a comprehensive and independent evaluation of the 3am lockout needs to be conducted so that we can determine, for example:

- what its impact has been on all key stakeholders, including patrons;
- what have been the real benefits of having the lockout;
- what have been the challenges and how, if it is to be retained, can we address these challenges; and
- Is there a more effective way of achieving the desired outcomes of the lockout?

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

I'm not certain if the increased need for community support services after midnight in areas such as Fortitude Valley and the Brisbane CBD is directly related to the impact of the 3am lockout, however it is worth noting that such a service is currently provided in the Valley, CBD and Caxton Street ChaplainWatch on a voluntary basis.

ChaplainWatch not only supports people at risk but also provides much needed support to Police and other emergency services in these areas.

This service, or one similar to it, needs to be properly resourced so that it can continue to provide this level of support and look at responding to continual calls for the extension of the service to other high-risk areas such as Southbank, West End, etc.

I understand that ChaplainWatch will also be making a submission to this Committee.

What changes, if any, should be made to opening hours, and alcohol service strategies within those hours, to reduce alcohol-related violence?

It is my view that before any changes are made to trading hours, a comprehensive and independent evaluation of the 3am lockout needs to be conducted.

Flow-on issues for emergency services workers, police and front-line health workers

I do not feel sufficiently qualified to respond to these issues.

Education campaigns and their role in cultivating social change in terms of community attitudes to alcohol consumption

How do we change the drinking culture and create a culture of individual responsibility?

The issue of increased violence within the community is complex and requires a multi-faceted approach. It is a social issue not a regulatory issue.

Alcohol is not the cause of violence; it is sometimes - and importantly, not always - an exacerbating factor. Often when this occurs, the alcohol has been consumed either totally, or in large part, in locations other than on licensed premises.

When we have high levels of some of the risk factors often associated with crime and violence such as illiteracy, unemployment, disengagement from education, poor socialisation, inability of parents or schools to influence a change in behaviour, access to a wide range of illicit substances some of which we casually refer to as 'recreational' etc, we have a problem far greater than what we are drinking. Addressing this issue will require some serious social reengineering and needs a courageous and committed (beyond the next election cycle) government to work with business and the community in collaborative problem solving, policy development, strategy implementation and change management.

What education campaigns are currently in place?

There appear to be numerous education campaigns targeting a range of alcohol management issues – parental responsibility, underage drinking, binge drinking, alcohol related violence, etc.

While some of these campaigns may be of merit they appear to be ad-hoc - not coordinated or consistent in any logical way. The 'one punch can kill' campaign is a good example. Broadly lauded as a successful anti-violence campaign, the State Government withdrew funding of this campaign earlier this year.

How effective have they been?

I do not feel sufficiently qualified to respond to this question.

How could they be improved?

I do not feel sufficiently qualified to respond to this question.

The role of parents in influencing attitudes towards alcohol consumption

How are parents influencing the attitudes of young Queenslanders?

Parents are a major influence on the attitudes developed by young people but they are not the only influence.

I believe that many parents are struggling with the dilemma between wanting to be a 'good' parent (and whatever that means) and the almost misguided desire to be 'friends' with their children. I have heard this dilemma spoken about at workshops in numerous locations throughout Queensland.

Parents need to be supported to be 'parents' and not 'friends' to their children. The roles are quite distinct and while children will make many friends during their lifetime, they will only ever have one set of parents.

How can parents be assisted in instilling responsible attitudes to drinking?

I believe that the current advertising campaigns targeting parental drinking behaviour as influencing the drinking behaviour of their children is almost a 'blame' campaign rather than an education campaign (i.e. if your child drinks it's because they saw you do it or you asked them to get you an alcoholic drink from the fridge).

This may be the case for some but in the vast majority of cases children who grew up in households where alcohol is consumed have not turned into drunks - let alone violent drunks.

The issue for parents in influencing the behaviour of their children is also about the extent to which they are empowered to do so. In a society in which children know their rights but have little idea of their responsibilities, can leave home if they don't like their parents' expectations of living at home, accuse their parents of abuse, 'divorce' their parents and in which for many parents it has become more important to be a 'friend' to your children than a 'parent', the issue is not about attitudes to drinking, it's about attitudes to living.

There are others also who influence the behaviour of young people, including sporting stars. Parents can be supported in their decision-making and attitudes by the media and others by not justifying the bad off-field behaviours of high profile sportspeople.

The economic cost of alcohol-related violence

What is the economic cost of alcohol-related violence to the Queensland community?

I do not feel sufficiently qualified to respond to this question.

How could this cost be reduced?

I do not feel sufficiently qualified to respond to this question.