

Queensland Government final response to the final evaluation report of the Tackling Alcohol-Fuelled Violence Policy (May 2022)

Final Government Response Highlights

- Continued place-based management of Safe Night Precincts (SNPs) including best practice compliance and investigations for licensed venues.
- Continued focus to implement initiatives that promote safe behaviour and attitudes in licensed venues.
- Enhancements to the mandatory ID scanning framework.
- Allowing the use of pass outs for patrons who, for example, need to access external toilet and smoking facilities, avoiding the need to ID scan on re-entry.
- Reduction of days that mandatory ID scanning is required for venues closing before 1am to focus on higher risk Friday, Saturday and Sunday nights.
- Creating greater transparency about liquor and gaming licensing decisions including requiring the Commissioner for Liquor and Gaming to publish information about decisions made on significant liquor and gaming machine licence applications that are publicly advertised and where objections or representations are received.
- Increased the duration of an initial police banning notice, including from a licenced premises or safe night precinct, from 10 days to up to one month.
- Continued commitment to best practice advertising and communication campaigns aimed at reducing risky alcohol consumption, taking into account the findings of the TAFV evaluation report.
- A comprehensive independent review of Alcohol and Drug safety education in schools.
- Ongoing monitoring and evaluation of alcohol-related harm in Queensland, including a legislative requirement to review each SNP every three years to consider whether the SNP is achieving its harm- minimisation purposes provided under legislation.

Introduction

Alcohol-fuelled violence has been a significant policy challenge in Australia and Queensland. It is a problem the Queensland Government has taken significant steps to confront as part of an election commitment to address the damage caused to society by alcohol-fuelled violence.

The Queensland Government is committed to reducing this violence and supporting local night-time precincts where Queenslanders are able to go out and enjoy themselves safely. Initiating cultural change around drinking, promoting responsible drinking practices and creating a safer environment, particularly in and around licensed premises, are priorities for Government.

Since 2015, the Government has introduced a range of legislative and non-legislative measures under its Tackling Alcohol-Fuelled Violence (TAFV) Policy with the objective of reducing alcohol-fuelled violence state-wide.

Key measures of the TAFV Policy include reducing liquor trading hours from 5am to 3am for venues in SNPs and 2am state-wide, mandatory networked identification (ID) scanners for late-trading SNP venues, enhancing the rigour of the extended hours permit framework, increased peak period inspection activity and banning the sale of prescribed rapid intoxication drinks after midnight.

The TAFV Policy focuses on three key objectives:

1. A safer night-time environment - reducing alcohol-related violence and harm in entertainment precincts.
2. Cultural change - driving cultural change around drinking behaviours.
3. A balanced regulatory framework - balancing a reduction in harm with the interests of patrons and the hospitality industry.

The Government commissioned an independent review of the TAFV measures and on 2 April 2019, the *Queensland Alcohol-related Violence and Night-Time Economy Monitoring (QUANTEM) Final Evaluation Report* (TAFV Policy evaluation report) was delivered. This was undertaken to evaluate the initiatives and measures against the key objectives and provided to the Queensland Government for consideration.

Based on analysis of two-year trends between the start of the TAFV Policy implementation in July 2016 to June 2018, the TAFV Policy evaluation report identified promising reductions in some indicators of alcohol-related harm in Queensland, including a 29 per cent average reduction per month state-wide in serious assaults between 3am and 6am.

The TAFV Policy evaluation report made 38 recommendations. On 26 July 2019, the Queensland Government published an interim response to the evaluation, indicating that further consultation and consideration was required for a number of responses.

A response to each recommendation including steps taken by Government to implement a majority of the recommendations are set out in the Queensland Government response table below.

Overview of the final Government response

The final Government response incorporates the interim Government response provided on 26 July 2019; the results of further stakeholder consultation; and additional policy, funding, and operational considerations from the final evaluation report.

Importantly, the Queensland Government acknowledges the impact that COVID-19 has had on the operating environment for licensees including as a result of restrictions placed on businesses and patrons.

The final Government response seeks to strike a balance between minimising alcohol-related harm and the need to reduce regulatory burden and financial constraints on the hospitality and tourism sector in the COVID-19 economic recovery environment.

Building on the three year trend of TAFV Policy implementation released in May 2021¹, further independent research conducted by the same evaluators as the 2019 report has identified promising reductions in some indicators of alcohol-related harm in Queensland, including:

- a 49 per cent decrease in the number of serious assaults between 3am and 6am on Friday/Saturday
- a 52 per cent reduction in serious assaults in Fortitude Valley between 3am and 6am on Friday/Saturday, and a 43 per cent reduction during high alcohol hours in Toowoomba
- the average number of monthly ambulance call-outs during high-alcohol hours reduced by 26.2 per cent in Fortitude Valley and 21.1 per cent in Surfers Paradise; and
- importantly, there was no measurable negative impact on business due to TAFV Policy initiatives.

Of significance, the research found that the TAFV Policy has not had an adverse impact on tourism or resulted in the displacement of alcohol-related harm and violence to venues outside of SNPs.

Following consultation, consideration of this further research and review of the regulatory environment, the Government supports, supports in-principle or partially supports 22 recommendations from the final TAFV Policy evaluation report. The remaining 16 recommendations are not supported as they are not considered critical to achieving overarching Government policy objectives, or can be achieved by more effective alternative means.

Detailed final responses to each of the final evaluation report recommendations are outlined in the table attached below.

Evaluation and monitoring

The Government is committed to ongoing monitoring and evaluation of alcohol-related harm in Queensland. This will occur as part of triennial reviews of each SNP across Queensland that are required under legislation. This placed based approach will facilitate a more nuanced approach to addressing particular alcohol harm issues in particular SNPs. This process will involve consultation with key stakeholders, including licensees, police and Local Government Authorities and will also consider the impacts of all casinos in all SNPs, rather than of Queen's Wharf Brisbane alone (Recommendation 27, 27a).

The Government will also review the Alcohol and Other Drug school education program in schools to ensure that young Queenslanders are supported to develop a greater awareness and understanding of the impacts of alcohol and other drug use (Recommendation 22).

Objective 1 – A safer night-time environment

The Government recognises the importance of supporting a vibrant night-time economy while ensuring the safety of everyone in this environment. SNPs in Queensland are a core element of supporting a safe night-time environment for our community.

The Queensland Government amended the *Liquor Act 1992* (Liquor Act) on 1 July 2021 to require a review of individual SNPs to be undertaken every three years (Recommendation 5, 5a and 5b)

¹ In May 2021, QUANTEM released updated research based on three-year trends from the start of the TAFV Policy implementation July 2016 to June 2019 in a special section of *Drug and Alcohol Review* dedicated the QUANTEM project outcomes

to ensure any changes in regulation is implemented as needed. A triennial review (rather than yearly) of SNPs will also occur to provide sufficient time to review and implement any required regulatory amendments in individual SNPs.

Enhancing Safe Night Precinct Support Services has also been crucial to creating a safer night-time environment by identifying and assisting vulnerable people who are intoxicated (Recommendations 29, 32–35, 37 and 38).

Consultation with key SNP stakeholders was undertaken regarding high-visibility staff uniforms and rest and recovery areas, staff training needs, communication with SNP stakeholders (including radio systems), and consistent/universal operating guidelines and data collection. A guideline was implemented from 1 July 2021 to ensure a consistent service delivery model across locations as well as revised performance reporting. A review of effectiveness of the improvements by the Department of Communities, Housing and Digital Economy is ongoing. Any further improvements identified will be implemented through contract renewals with service providers operating in SNPs, expected in March 2023.

To reduce alcohol-related harm and improve patron safety and wellbeing in and around licenced venues, the Government has supported the continuation of the SNP grant funding scheme until 30 June 2023 (Recommendation 6, 6a).

In 2021–22, Government provided around \$500,000 to seven SNP local boards for roving security patrols or taxi marshals in their SNPs. A further \$500,000 in 2022–23 has been allocated to support the continuation of these initiatives and associated administration costs in the affected SNPs. To enhance the rigour and targeting of the grants and ensure funding is provided only for harm-minimisation projects, funding for initiatives is subject to a new guideline supporting decisions on the grant applications.

Objective 2 – Cultural change

Changing cultural patterns relating to drinking and alcohol-related harms is complex. Research has shown that alcohol consumption is considered by some parts of the community to be a norm in social settings.

Despite the promising results of government policy efforts to date, there is ongoing work needed to drive cultural change around harmful drinking behaviours. Foundational to this is educating young people to drive cultural change.

The Department of Education will undertake a comprehensive, independent review of the Alcohol and Other Drug (AOD) school education program (Recommendation 22). The evaluation will determine whether the AOD Program has benefits and value, specifically in relation to the Government's objective to support young Queenslanders to develop a greater awareness and understanding of the impacts of alcohol and other drug use.

The Government will continue to support alcohol awareness campaigns which conforms to best evidence (Recommendation 24). In 2020, Queensland Health commissioned market research to understand the best behaviour change opportunities and support development and implementation of an alcohol campaign to raise awareness and reduce risky levels and patterns of alcohol consumption. All campaigns relating to healthy consumption of alcohol will aim to increase Queenslanders' knowledge and understanding of:

- the Australian guidelines to reduce health risks from drinking alcohol;
- the harms of risky alcohol consumption; and
- the benefits of reducing alcohol consumption.

In November 2021, DJAG initiated a Women's Safety in Licensed Venues project involving key liquor industry stakeholders to better understand and respond to sexual violence and ensure Queensland's licensed venues are safe and welcoming places for all women, both staff and patrons. The roundtable participants committed to continuing to work collaboratively to shape stronger responses to women's safety and take practical and meaningful steps to create positive change across industry. This includes continuing to build on existing programs to support women's safety, for both staff and patrons, setting clear expectations on respectful behaviour in and around licensed venues, and communicating those expectations with influence across industry.

The Queensland Government is also committed to keeping the whole community safe and addressing all forms of violence, including eliminating domestic, family and sexual violence (Recommendation 23).

This includes through changing attitudes, strengthening justice responses and holding perpetrators to account. Significant progress has already been made, including through the Queensland Government response to the first report from the Women's Safety and Justice Taskforce on how best to legislate against coercive control in Queensland. The second report from the Taskforce on women and girls' experiences in the criminal justice system is expected later this year.

Objective 3 – A balanced regulatory framework

The impacts of COVID-19 on hospitality businesses were significant and far-reaching in terms of trade, staffing, and patronage, as well as the overall effect on the economy. Recognising the impacts of COVID-19 on businesses, the Government is committed to striking a balance between reducing alcohol-related harm and the need to ease any unnecessary regulatory burden on hospitality and tourism businesses.

The Government remains committed to ensuring licensees comply with obligations to serve alcohol responsibly and minimise the risk of alcohol-related violence as outlined in the risk-assessed management plan (RAMP) for a venue (Recommendation 10). The Queensland Government considers the existing regulatory framework achieves the intent of risk-assessed management plans without the need to create a new offence for non-compliance with a plan.

In addition, Government is committed to ensuring its regulatory framework is balanced, responds appropriately to emerging issues, and improves overall administration.

Notably, the Liquor Act continues to provide offences for licensees that breach their legislated obligations in relation to not serving alcohol to minors, unduly intoxicated persons and to provide a safe environment in and around the premises.

In addition, the Commissioner for Liquor and Gaming can impose licence conditions to address specific compliance or safety issues arising at a particular venue, including requiring premises to operate CCTV (Recommendation 13). The Government does not consider a further offence provision is necessary to address unsafe or irresponsible practices by licensees.

The Government acknowledges the importance of considering issues of liquor outlet density and domestic and family violence rates in a particular locality when making liquor licensing decisions (Recommendation 11). The Office of Liquor and Gaming Regulation (OLGR) will specifically request issues of violence and family violence be identified as part of current consultation processes to better inform decisions on significant licensing applications. OLGR's guideline on Community Impact Statements specifically requires submissions address issues of density and crimes of violence, including domestic violence. These statements must consider the likely health and social impact that may occur if the application is granted and OLGR will ensure applicants are provided the opportunity to address these matters in their submissions.

Tackling Alcohol-Fuelled Violence (TAFV) Policy Evaluation – Final Government Response

Rec No.	Final Evaluation Report Recommendation	Final Government Response (including interim response)
1	Close all venues in safe night precincts (SNPs) at 3.30am.	<p><u>Not supported</u></p> <p>The Government is not satisfied closing all late-trading venues in SNPs at 3.30am, following cessation of the service of alcohol at 3.00am, would strike an appropriate regulatory balance. This measure could restrict the ability of venues to generate sustainable late-night revenue streams apart from the service of alcohol, and could adversely impact the vibrancy of entertainment precincts.</p> <p>A key intent of the Tackling Alcohol-Fuelled Violence (TAFV) Policy is to encourage the development of a diverse night-time economy that includes, but does not centre solely on, service of alcohol. Having regard to this, the Government considers clearer evidence is required that links alcohol-related harm with venues in SNPs remaining open, either without liquor service or with service of liquor under one-off extended trading permits, to justify a hard 3.30am close in SNPs. The <i>Queensland Alcohol-related violence and Night Time Economy Monitoring</i> (QUANTEM) final evaluation report (final evaluation report) does not provide sufficient evidence, finding that assaults between 3.00am and 6.00am have reduced by 40% in the Fortitude Valley SNP and an average of 29% per month state-wide since the introduction of the TAFV Policy.</p> <p>Further, the Government is not satisfied the potential adverse effects of imposing a fixed closing time across all venues in SNPs have been sufficiently articulated and considered. These include the potential flow-on impacts on public transport and public spaces, with large numbers of patrons likely to exit licensed venues simultaneously as a consequence of the imposition of a uniform closing time.</p> <p>The Government notes the updated evaluation report released by QUANTEM project researchers in May 2021 found ongoing significant reductions in key indicators of alcohol-related violence. Given this finding, the Government is satisfied that the existing trading hours and SNP model are effective in maintaining adequate harm-reduction.</p>

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2	Stop the Extended Trading Permits Scheme.	<p><u>Not supported</u></p> <p>On 9 March 2017, the Government responded to an interim report by the QUANTEM researchers by amending the <i>Liquor Act 1992</i> (Liquor Act) to decrease the number of extended trading permits a venue could be granted per calendar year from 12 to six, and to limit the availability of permits to special occasions only.</p> <p>However, the Government is not satisfied the link between venues in SNPs remaining open beyond the cessation of the ordinary service of alcohol at 3.00am and alcohol-related harm is sufficiently clearly established to justify discontinuing the extended trading permits scheme.</p> <p>As with recommendation 1, the Government is also concerned this recommendation does not give sufficient consideration to the commercial impacts of further reducing the capacity of SNPs to appropriately accommodate late-night patronage. When used appropriately, this scheme has an important role to play in supporting the vibrancy of Queensland’s entertainment precincts.</p> <p>The Government examined the usage of extended trading permits during the consultation process on the interim Government response to the final evaluation report and found there was no evidence of overuse of these permits. Due to the strict criteria which must be applied to each application for extended trading hours, very few licensees use all six of their permitted late-night extended hours permits each year. For example, at the end of the 2019 (i.e., pre-COVID-19), there were 1,348 licensed venues located in SNPs across Queensland. During that calendar year, 147 venues had temporary extensions to late night trading approved. Only three venues, all of which are located in Fortitude Valley, utilised all six opportunities to obtain temporary extended trading approval.</p>
3	Retain mandatory networked identification (ID) scanners, with amendments:	<p><u>Supported</u></p> <p>The Government supports retaining mandatory networked ID scanners, with amendments. The Government notes the findings in the report that the network has been effective in reducing anti-social behaviour in and around late-trading premises and has been associated with some reductions in harm. The Government also notes introduction of the network has had only a minimal impact on business.</p> <p>The Government sought the views of licensees, peak bodies and community organisations in relation to recommendation 3 and its sub-recommendations via targeted letters and stakeholder forums held in Brisbane on 22 August 2019 and Townsville on 25 September 2019. The outcomes of this process have informed the Government’s response to specific sub-recommendations outlined below.</p>

Rec No.	Final Evaluation Report Recommendation	Final Government Response (including interim response)
3(a)	Reduce the days on which mandatory scanning is required for venues closing before 1am to Friday, Saturday and Sunday nights, as well as late trading public holidays.	<u>Supported</u> On 5 December 2019, the Government reduced the days on which mandatory ID scanning is required for SNP venues closing before 1am from every day of the week to Friday, Saturday and Sunday nights as well as public holidays via amendments in the <i>Holidays and Other Legislation Amendment Act 2019</i> (Holidays Act).
3(b)	Allow venues with external toilet and smoking facilities to 'stamp' patrons to avoid the need for rescanning.	<u>Supported</u> On 5 December 2019, the Government introduced a re-entry pass system for regulated premises via amendments in the Holidays Act. The amendments provide for SNP venues that are subject to the mandatory ID scanning obligation to operate a system in which patrons that have their ID scanned the first time they enter the premises can be issued with a pass that enables them to re-enter the same premises during the same trading period without having their ID re-scanned.
3(c)	Community clubs be granted exemption from mandatory networked scanning, but remain subject to other restrictions, including the risky venues scheme.	<u>Supported</u> On 29 November 2019, the Government exempted community clubs located in SNPs from the mandatory ID scanning obligations via the <i>Liquor Amendment Regulation 2019</i> .
3(d)	Add an offence to the Liquor Act of making vexatious bans for ID scanner operators/licensees on the scanner network.	<u>Supported in part</u> Rather than introduce a broad offence for making vexatious bans, the Government created a vexatious ban offence that applies to any licensee that bans an investigator, including police officers, from entering the licensed premises for the purpose of exercising a power under the Liquor Act via amendments in the <i>Criminal Code (Consent and Mistake of Fact) and Other Legislation Amendment Act 2021</i> (Criminal Code Act) on 7 April 2021. The offence does not apply to venue bans imposed on an investigator due to their behaviour as a patron of the premises. The Government considers this legislative amendment achieves the intent of the recommendation.
3(e)	Limit the amount of time that venue-based bans remain on the system to six months.	<u>Supported</u> The Government supports the recommendation to impose a limit on the time venue bans remain on the ID scanning network. The minimum technical requirements for ID scanners have been updated to specify a maximum ban duration period of six months, excluding bans from a licensee's own premises. Systems are currently in the process of being assessed and updated.
3(f)	Make banning lists available to all venues in Queensland operating after midnight.	<u>Supported</u> The Government supports making banning lists available to all Queensland venues operating after midnight. The Government will develop an appropriate digital platform to disseminate the data (e.g., a secure portal) and then introduce necessary amendments to the <i>Bail Act 1980</i> , <i>Police Powers and Responsibilities Act 2000</i> and <i>Penalties and Sentences Act 1992</i> to allow wider distribution of ban information. Based on the Department of Justice and Attorney-General's (DJAG) current forward work program, it is estimated that resources required to support the provision of ban lists will not be available before 2023-24.

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4	<p>Introduce a two-year moratorium on liquor licences for on-licensed premises except for restaurants and licensed cafes where people can only purchase alcohol if they are having a meal.</p>	<p><i>Not Supported</i></p> <p>The Government notes a moratorium would have a significant adverse impact on the liquor, hospitality and tourism industry across the state, and has the potential to stifle innovation and industry development both inside and outside SNPs. This impact is considerably broader than the intent of the TAFV Policy to promote a safer night-time environment.</p> <p>The final evaluation report does not provide sufficient evidence of a link between the rate at which liquor licences are granted and alcohol-related harm to justify such an impactful measure. In 2017–18, nearly two thirds of the new licences granted were for low-risk businesses where the service of alcohol is subsidiary to the main business. Accordingly, the Government considers a moratorium would not contribute significantly to the TAFV Policy objective of a balance between the interests of the night-time economy and reducing alcohol-fuelled violence in entertainment precincts.</p> <p>Having regard to these considerations, the Government is not satisfied of the appropriateness of introducing such a blanket measure with the capacity to impact so adversely and severely on the night-time economy without clear evidence of its potential benefits. However, OLGR within DJAG will continue to have regard to issues of outlet density as part of the consideration of Community Impact Statements for licence applications under the existing legislation.</p>

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<p>5</p> <p>5(a)</p> <p>5(b)</p>	<p>Conduct a Review of SNP boundaries and criteria for inclusion, and introduce annual reviews of SNPs.</p> <p>Remove Caxton Street as a SNP</p> <p>Remove Ipswich as a SNP.</p>	<p><u>Supported in part</u></p> <p>The Criminal Code Act amended the Liquor Act on 1 July 2021 to provide that the Minister must review each SNP to consider whether the prescribing of the area continues to achieve the purposes of minimising harm and potential for harm from the abuse and misuse of alcohol and drugs and associated violence; and minimising alcohol and drug-related disturbances, or public disorder in the area. If, after the review, the Minister is no longer satisfied an SNP is achieving its harm-minimisation purposes, the Minister must recommend the making of a regulation to change the boundaries or revoke the SNP.</p> <p>However, the legislative framework adopted by the Government requires each SNP to be reviewed every <u>three</u> years, rather than annually, so as to ensure comprehensive consultation with affected stakeholders and sufficient time to undertake the review, obtain regulatory approval and draft regulatory amendments where required.</p> <p>The Government does not support the recommendations to immediately remove Caxton Street (i.e., Inner West Brisbane Central Business District (CBD)) and Ipswich CBD as SNPs. During stakeholder consultation on the interim Government response to the final evaluation report, some licensees in these SNPs expressed a preference to retain the SNP designation, given removal of the SNP would automatically reduce trading hours from 3am to 2am and minimise the policing resources available in the precinct. Caxton Street and Ipswich CBD will be reviewed as part of the triennial review of SNPs required under section 173NCAA of the Liquor Act to determine whether the optimal provision of safety within the precinct is best achieved by the SNP designation.</p>
<p>6</p> <p>6(a)</p>	<p>Remove funding to the SNP project scheme.</p> <p>Support for SNP board administration should continue.</p>	<p><u>Supported in part</u></p> <p>The Government partially supports the recommendation to remove or limit funding for project and administration costs provided to SNP boards. The Government notes the final evaluation report's findings that the grant approval process lacked rigour and that funded SNP projects had not had a quantifiable impact on serious assault rates. However, the Government is concerned the immediate removal of SNP grant funding may have unintended consequences and undermine the effectiveness of services supporting patron safety and wellbeing in SNPs.</p> <p>The Government has therefore determined to continue the SNP grant funding scheme until 30 June 2023. Funding for initiatives is subject to a new guideline that enhances the rigour of the grant approval process and ensures funding is awarded only for harm-minimisation projects in SNPs, and not general education and public awareness campaigns.</p> <p>In 2021-22, under the new guideline, the Government awarded a total of approximately \$500,000 to seven SNP local boards to provide roving security patrols or taxi marshals in their SNPs.</p>

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		<p>The Government has allocated a further \$500,000 to support the continuation of these initiatives and associated administration costs in the affected SNPs in 2022-23.</p> <p>The Government will ensure that the limited funding approval is appropriately communicated to the relevant SNP Boards and DJAG will work closely with SNP local boards to transition to satisfactory alternative arrangements beyond 2022-23.</p>
7	<p>Introduce a targeted, evidence-based High-Risk Venues scheme.</p> <p>(a) Queensland government should implement a targeted, evidence-based, high-risk venues scheme which replicates and improves on the NSW Violent Venues scheme to incorporate Last Drinks data from hospitals and ambulance attendance location information.</p>	<p><u>Not supported</u></p> <p>The Government is not satisfied the cost of establishing and maintaining a high-risk venues scheme is justified. The intent of a high-risk venues scheme is already largely achieved through licence conditions and the enforcement of existing statutory provisions, supported by compliance programs targeted at the highest risk venues based on intelligence relating to risk profiles.</p>
8	<p>Add a section to the Liquor Act to include a statement that: ‘the licensee/their employee must satisfy themselves that a person is not unduly intoxicated before serving them alcohol or allowing consumption’.</p>	<p><u>Not supported</u></p> <p>The Government notes the current offence provisions prohibiting service of unduly intoxicated patrons already achieve the intended effect of this recommendation by imposing an implicit onus on servers to assess a patron’s level of intoxication before effecting service.</p>
9	<p>The Liquor Act should be amended to ensure ‘Mistake of fact’ (Section 24 of the Criminal Code) cannot be exploited to avoid responsibility for serving an unduly intoxicated person.</p> <p>(a) The changes should ensure that the modified Mistake of Fact is a defence rather than an excuse, meaning that the defendant would have to establish the defence on the balance of probabilities rather than the</p>	<p><u>Not supported</u></p> <p>The Government does not support removal of the ‘mistake of fact’ excuse for responsible service of alcohol (RSA) offences. This excuse is an important safeguard of the general criminal law, applying to most offences in Queensland. The Government does not consider the final evaluation report makes a sufficiently compelling case to remove the excuse—and thereby effectively reverse the onus of proof—for RSA offences alone.</p>

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	<p>prosecution having to exclude the excuse beyond reasonable doubt. Specifically:</p> <p>(b) If undue intoxication of a person is material to the charge of an offence against the Act, the operation of section 24 of the Criminal Code is excluded;</p> <p>(c) In these instances it is for the defence to prove that, at the time of the offence, the relevant person honestly and reasonably believed that the person whose undue intoxication is material to the offence was not unduly intoxicated;</p> <p>(d) Evidence that the relevant person did not assess the level of intoxication of the person whose undue intoxication is material to the offence is evidence that any belief that the person was not unduly intoxicated was not reasonable.</p>	
10	<p>Amend the Liquor Act to include an offence of not complying with Risk-Assessed Management Plan (RAMP).</p>	<p><i>Supported in part</i></p> <p>The Government considers the intent of the recommendation to include an offence of not complying with a RAMP is achieved under the existing regulatory framework and does not require further legislative amendments.</p> <p>Currently, the Liquor Act requires certain licensees to keep and ensure all staff are aware of, and comply with, the RAMP. However, no specific offence for RAMP non-compliance currently applies.</p> <p>RAMPs include requirements ranging from staff administration matters to obligations under the Liquor Act to serve alcohol responsibly and provide a safe environment in and around the licensed premises.</p> <p>The Liquor Act currently provides offences for licensees that breach their legislated obligations in relation to not serving alcohol to minors and unduly intoxicated persons and to provide a safe environment in and around the premises.</p>

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		Further, section 111(2) of the Liquor Act provides for the Commissioner for Liquor and Gaming (Commissioner) to impose licence conditions to address any specific compliance or safety issues that may arise at a particular venue. The Government does not consider a further offence provision is necessary to address unsafe or irresponsible practices by licensees.
11	Amend the Liquor Act to include, and document, consideration of violence rates, family violence rates and the current density of outlets in any granting of new liquor licences or changes to existing licences.	<p><u>Supported in part</u></p> <p>The Government considers the intent of the recommendation to amend the Liquor Act to include, and document, consideration of violence rates and the current density of outlets in any granting of new liquor licences or changes to existing licences is achieved under the existing regulatory framework and does not require further legislative amendments.</p> <p>The Government considers a flexible, discretionary approach provides a more appropriate means of ensuring licensing decisions balance the objectives of minimising alcohol-related harm and supporting the sustainable development of Queensland's hospitality industry.</p> <p>Significant licensing decisions are currently informed by consultation with the QPS, local governments and members of the public. In this way, matters relating to density, potential violence and social and health impacts are already considered in the licensing process. Any licence granted can then be subjected to harm-minimising conditions relevant to identified harms directly attributable to a particular licence application.</p> <p>The Government acknowledges the importance of giving consideration to issues of liquor outlet density and domestic and family violence rates in a particular locality when making liquor licensing decisions and supports this aspect of the recommendation. The Government does not support amendments to the Liquor Act because the intent of the recommendation can be achieved by applying the existing regulatory framework. OLGR will specifically request issues of violence and family violence be identified as part of current consultation processes to better inform decisions on significant licensing applications. OLGR's guideline on Community Impact Statements (Guideline 38) specifically requires submissions to address issues of density and crimes of violence, including domestic violence. These statements must consider the likely health and social impact that may occur if the application is granted and OLGR will ensure applicants are provided the opportunity to address these matters in their submissions.</p>

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12	<p>The Liquor Act should ensure that all liquor licensing decisions are transparent, that reasons are published for every decision, and that there is timely and easy public access (e.g., posted on the Office of Liquor and Gaming Regulation (OLGR) website) to all submissions and evidence that an applicant seeks to rely upon throughout the proceedings in support of their application.</p>	<p><u>Supported in part</u> On 7 June 2021, the Criminal Code Act amended the Liquor Act and <i>Gaming Machine Act 1991</i> to require relevant information (including details of the application and a summary of the reasoning) about decisions made for advertised applications to be published online if community comments or representations, submissions or objections were received. Provisions also require the Commissioner to notify objectors, and those making representations on gaming machine applications of significant community interest, of the decision made on the application.</p> <p>Rather than publishing information on the reasoning for decisions on all liquor and gaming applications, legislative changes implemented require the Commissioner to publish information about decisions on significant applications that were publicly advertised and where objections or representations were received. This ensures only decisions on applications of public interest are required to be published, such as hotels and nightclubs where community opposition is encountered, and not all minor applications received by OLGR which number in the thousands annually. The Government considers this legislative amendment achieves the intent of the recommendation.</p>
13	<p>Amend the Liquor Act to make closed-circuit television (CCTV) mandatory for all venues that trade after midnight.</p>	<p><u>Supported in part</u> The Government considers the intent of the recommendation to amend the Liquor Act to make CCTV mandatory for all venues that trade after midnight can be achieved under the existing regulatory framework and does not require further legislative amendments.</p> <p>While no specific legislative amendment is proposed to directly legislate the CCTV provisions state-wide, the intent of the recommendation is achieved under the existing regulatory framework.</p> <p>Government notes advice from industry stakeholders and OLGR that a large proportion of late-trading licensees state-wide already have a CCTV system installed and operating at the premises. For licensed premises trading after 1am in the Brisbane City Council Area, the operation of CCTV at each entrance and exit of the licensed premises is mandatory from 8pm until at least one hour after the close of business under section 142AH of the Liquor Act.</p> <p>The Government further notes a range of provisions under Part 6, Division 1AA of the Liquor Act currently obligate licensees to serve, supply and promote liquor responsibly and maintain a safe environment in and around licensed premises. Each provision is subject to a maximum penalty of 100 penalty units for non-compliance.</p>

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		<p>The existing framework also provides the ability for the Commissioner to impose conditions on individual licences. In instances where harm is identified in and around the licensed premises, the Commissioner may condition the licence to require the operation of CCTV during specified hours, to ensure a safe environment is maintained.</p> <p>During stakeholder consultation, some licensees raised concerns about the potential costs of installing and operating CCTV equipment having an adverse financial impact, particularly on small licensees and licensees in regional areas. Given this, the Government considers that a blanket legislative requirement for all late-trading licensees to operate CCTV would impose additional, unnecessary regulatory and financial burden at a time when licensees are recovering from COVID-19 business restrictions. The Government will continue to support the existing framework and the conditioning of individual licences to require CCTV on a needs basis should harm arise.</p>
14	<p>Include casinos in trading hours restrictions and mandatory ID scanning or the high-risk venues scheme if implemented.</p>	<p><u>Not supported</u></p> <p>The Government does not support this recommendation. Trading hours for casinos are regulated under the <i>Casino Control Act 1982</i> (Casino Control Act) and the respective Casino Agreement Acts, which support each casino in Queensland. Casinos already operate under a significant level of scrutiny and achieve a higher level of security than other licenced venues, having to comply with the Casino Control Act rather than the Liquor Act.</p> <p>The Government also considers removal of 24-hour trading hours would be inconsistent with the Government's plans for creating a 'new world city' for Brisbane, the intent of the development of Queen's Wharf Brisbane.</p> <p>The Government acknowledges that casinos potentially have an expanded role to play in the overall management and safety of SNPs. Given that each of the State's casinos is located in an SNP, casino operators will be engaged as part of the triennial review of SNPs being undertaken in response to recommendation 5.</p>

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15	<p>Introduce last drinks questions to Emergency services across Queensland:</p> <p>(a) Police</p> <p>i) <i>Where did you consume your last drink?</i></p> <p>(b) Emergency Departments</p> <p>i) <i>Where did the event occur? (to be asked as a routine administration question)</i></p> <p>ii) <i>How many alcoholic drinks have you consumed in past 12 hours? (to be asked by clinical or administrative staff)</i></p> <p>iii) <i>Where did you consume your last drink? (to be asked by clinical or administrative staff)</i></p> <p>(c) Ambulance</p> <p>i) <i>How many alcoholic drinks have you consumed in past 12 hours?</i></p> <p>ii) <i>Where did you consume your last drink?</i></p>	<p><u>Not Supported</u></p> <p>The Government considers there are a number of significant barriers to the collection of this data by emergency services. These include:</p> <ul style="list-style-type: none"> • it may not be reasonable to rely on information obtained from intoxicated people as accurate data, particularly for the regulatory purposes proposed by the report; • the additional impacts on the workloads of frontline staff in being required to ask an extensive range of information, and the industrial relations implications of this; • the flow-on impacts on patients, including by diverting resources from patient care, causing some intoxicated patrons not to engage with emergency services, and potentially not resulting in positive clinical outcomes for clients; and • the impact of hospital and ambulance staff possibly being exposed to additional aggression in dealing with intoxicated people in response to questions of this kind. <p>In relation to the question recommended for police officers, the Government notes this question currently exists in QPS reporting but is not mandatory. There are concerns that requiring this data to be captured by police on an ongoing basis could divert officers away from being able to respond effectively in their frontline role.</p> <p>In relation to the questions proposed for Emergency Departments, the Government notes these are very busy environments in which complex assessments, decisions and actions are made rapidly. Administrative functions will always be secondary to clinical functions in the delivery of emergency care, with clinical staff expected to prioritise the needs of patients over data collection. The Government is concerned that requiring clinical staff to ask additional questions about alcohol consumption could impact on patient safety by diverting resources from patient care or affecting the timeliness of care delivery.</p> <p>Instead of mandating the collection of designated last drinks questions, any available relevant anecdotal evidence and quantitative data gathered under existing emergency services protocols on the levels of harm being encountered in SNPs will be considered as part of the triennial SNP review process (recommendation 5).</p>
16	<p>Improve the collection of Alcohol sales data:</p>	<p><u>Not supported</u></p> <p>Noting there is no immediate practical benefit from increasing alcohol sales data collection, the Government is not satisfied the cost of creating new penalties and intrusive audit powers and functions is justified. More complete sales data is already able to be collected from suppliers and other licensees on a case-by-case basis as required for compliance and enforcement purposes.</p>

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	<p>(a) Liquor suppliers who do not provide comprehensive and accurate data within three months of request should be subject to a substantive penalty.</p> <p>(b) The OLGR should be given powers under the Liquor Act to audit liquor suppliers' records to ensure that data provided is accurate.</p> <p>(c) The OLGR should conduct random audits of 5% of the data provided annually.</p>	<p>Similar data is available through a number of other sources, including the taxation system and the Australian Bureau of Statistics, for research purposes.</p>
17	<p>Increase of minimum police bans to 1 month with an option of up to 6 months.</p>	<p><u>Supported</u></p> <p>The Government considers that the banning regime has made an important contribution to the reduction of violence in and around licensed premises in Queensland. On 15 September 2021, the Criminal Code Act amended the <i>Police Powers and Responsibilities Act 2000</i>, to enhance the banning regime by:</p> <ul style="list-style-type: none"> • increasing the duration of an initial police banning notice from 10 days to up to one month to lengthen the time that the respondent is banned from the places or events stated in the police banning notice; • improving procedural fairness for the respondent of an initial police banning notice by increasing the period within which the respondent can apply for an internal review from five days to 15 days; • providing a power for a police officer, of at least the rank of senior sergeant, to cancel an extended police banning notice; • removing the prescriptive and impractical requirement that a photograph of the respondent for a police banning order must only be of the respondent's face, neck and hair and instead allowing the photograph to be of the person generally but limiting the purpose of taking the photograph to attaching an image to a banning order for the respondent; • enabling police to serve a police banning notice on a person electronically by sending the notice to a unique electronic address voluntarily nominated by the person; and • providing broad examples of the behaviours, such as threatening to assault a person and damaging property, for which an initial police banning notice can be given to aid interpretation and enhance the consistency of police decision-making in issuing initial police banning notices. <p>These provisions enhance public safety in relevant public places by excluding disorderly, offensive, threatening or violent persons for longer periods of time where their ongoing presence poses an unacceptable risk of violence or compromising the safety or reasonable enjoyment of others at the relevant place.</p>

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18	Introduce a Minimum Unit Price on alcohol across Queensland.	<p><u>Not supported</u></p> <p>The Government notes the recommendation to introduce a minimum unit price responds to the high level of pre-drinking by SNP patrons, which could possibly be driven by cost pressures and which the final evaluation report found to be undermining the effectiveness of the TAFV Policy. However, while a minimum unit price could raise the cost of low-cost, high-volume alcohol products, this may not change the fact that most packaged liquor is cheaper than alcohol available at late-trading venues and may therefore have little impact on pre-drinking by SNP patrons.</p> <p>The introduction of a minimum unit price has significant interjurisdictional implications, impacting on the distribution and marketing of liquor products nationally. The introduction of a minimum unit or floor price is identified in the <i>National Alcohol Strategy 2019-2029</i> as a policy option for states and territories to consider in the context of reducing opportunities for availability, promotion and pricing contributing to risky alcohol consumption.</p> <p>The Government further notes the findings of the <i>Investigating the introduction of the alcohol minimum unit price in the Northern Territory Summary Report</i>, published in February 2020, which identified positive changes, including a substantial decline in the consumption of liquor targeted by the \$1.30 minimum unit price for alcohol.</p> <p>Given its national implications, the introduction of a minimum price in Queensland on a jurisdiction-by-jurisdiction basis is not supported, but participation in national discussions will occur on a possible nationally-consistent approach.</p>
19	Trial the introduction of [a] government support scheme for original live music played before 10pm.	<p><u>Supported in part</u></p> <p>The Government supports live music performances in licensed premises, but not through a specific trial of a Government-supported scheme for original live music played before 10pm as recommended in the final evaluation report. Since the interim Government response was provided, the COVID-19 pandemic and associated lockdowns and density restrictions have deeply disrupted the arts and cultural sector, and particularly the live music industry. Live music venues and the broader music industry continue to experience significant viability impacts, including very low consumer confidence levels, as a result of the pandemic. This extends to individual artists and small business that provide services to support live performance.</p> <p>The Queensland Government, through Arts Queensland, committed \$7 million in the State Budget 2021-22 to support Queensland's live music venues to remain viable while capacity restrictions are in place. Of this, a total of \$5.2 million has been awarded to Queensland venues under Rounds 2 and 3.</p>

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		<p>Arts Queensland has provided a total of \$13.7 million to support live music since March 2020, including through the \$22.5 million Arts and Cultural Recovery Package (ACRP) and core funding initiatives. While not directly within the parameters of the recommendation made by the final evaluation report, the ACRP included several programs designed to support original live music, including Play Local, which provided funding to support performances by Queensland music and other artists at venues across Queensland.</p> <p>Arts Queensland also supports live music through the Touring Queensland Fund and Touring Queensland Quick Response Fund. Live music artists and tours make up a significant portion of funding provided through these programs, supporting Queensland music artists to tour performances across regional locations and communities.</p> <p>Arts Queensland continues to work closely with QMusic, Queensland's music industry development organisation, to understand ongoing challenges for the industry and to ensure government support is directed towards areas of critical need. The Government considers this approach achieves the intent of the recommendation.</p>
20	<p>Create a health promotion scheme whereby National Health and Medical Research Council (NHMRC) guidelines for low-risk drinking are prominently posted on all points of sale in Queensland.</p>	<p><u>Not supported</u></p> <p>The Government does not support creating a health promotion scheme whereby NHMRC guidelines for low-risk drinking are prominently posted at all points-of-sale in licensed premises in Queensland. Current social marketing research indicates Queenslanders seeking support and help with current drinking behaviours are most likely to do so via an internet search, talking to their family GP or visiting a government website. It is not proposed to post alcohol guidelines to promote public education around safe drinking levels at point of sale in Queensland.</p>
21	<p>Conduct a trial of the 'clubs against drugs' program.</p>	<p><u>Supported in-principle</u></p> <p>Queensland Health is committed to reducing harms from alcohol and other drug use including for young people and in environments where harmful drug use may be more prevalent. Queensland Health will continue to support social marketing campaigns, such as Ice Help, which promote options for support along with place-based initiatives like safe night precincts which support individual and community safety. Queensland Health will continue to allocate specific funding for youth alcohol and other drug treatment and harm-reduction services and state-wide support for workers, services and communities who engage with young people affected by alcohol and other drug use.</p>

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22	<p>Commission a comprehensive independent review of the Alcohol and Other Drug (AOD) school education program.</p> <p>(a) The review should be led by the Department of [the] Premier and Cabinet and explicitly cover issues of implementation and monitoring, along with the development of an ongoing impact assessment and regular reporting.</p> <p>(b) Every school in the state should identify specific individuals as the responsible anti-violence and alcohol and other drug officer, and this person should be listed on reports to the Government and on school websites.</p> <p>(c) Every school should have a publicly-available plan for alcohol and other drug education and anti-violence outlined on the school website.</p> <p>(d) The Department of Education should be required to collect and keep records of the content delivered in each school which document the elements presented, and the year levels and classes delivered to.</p> <p>(e) The Department of Education should report to the Department of [the] Premier and Cabinet annually on the compliance within schools.</p> <p>(f) A review of program content and delivery should be conducted every 3 years by suitably qualified independent evaluators which</p>	<p><u>Supported</u></p> <p>The Department of Education will commission a comprehensive, independent review of the AOD school education program. The evaluation will:</p> <ul style="list-style-type: none"> • collect data to determine which schools have accessed or engaged with the AOD Program and/or other relevant education programs; • identify successful approaches and barriers to engagement, including in other jurisdictions; • determine whether the AOD Program has benefits and value, specifically in relation to the Government's objective to support young Queenslanders to develop a greater awareness and understanding of the impacts of alcohol and other drug use; • make recommendations, if any, as to how the AOD Program could be improved to achieve the Government's objective; and • investigate how the AOD Program works within the wider Australian Curriculum including schools' existing accountability around implementation of drug and alcohol education, noting the updated version of the F-10 Australian Curriculum will be available during 2022, at a date to be confirmed by the Australian Curriculum, Assessment and Reporting Authority. <p>In relation to timeframes for the review, the commencement of any review into the AOD program will need to occur following the release of the revised F-10 Australian Curriculum to ensure that changes are in line with Australian Government requirements.</p>

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	<p>includes a range of impact measures to be specified by the review.</p> <p>(g) Similarly, a comprehensive review of the teaching package should be conducted by suitably qualified, independent, drug education experts, to ensure best practice given the existence of an extensive literature on what works in school-based on drug education.</p>	
23	<p>A review of anti-violence strategies and campaigns should be conducted to inform a whole of government approach to violence. The review should be overseen by an independent expert advisory committee.</p>	<p><u>Supported in part</u></p> <p>The Government supports in part the recommendation that a review of anti-violence strategies and campaigns, overseen by an independent expert advisory committee, should be conducted to inform a whole of government approach to violence. Rather than a one-size-fits-all approach to overseeing the Government’s objectives, the Government is driving its agenda using relevant expertise in priority areas of concern. Significant progress has been made, with the Queensland Government establishing the independent Women’s Safety and Justice Taskforce (the Taskforce) to examine how best to legislate against coercive control in Queensland and to examine more broadly women’s experiences in the criminal justice system. The Taskforce handed down its first report in December 2021 making recommendations about how best to legislate against coercive control.</p> <p>In November 2021, DJAG initiated a Women’s Safety in Licensed Venues project involving key liquor industry stakeholders to better understand and respond to sexual violence and ensure Queensland’s licensed venues are safe and welcoming places for all women, both staff and patrons. The roundtable participants committed to continuing to work collaboratively to shape stronger responses to women’s safety and take practical and meaningful steps to create positive change across industry. This includes continuing to build on existing programs to support women’s safety, for both staff and patrons, setting clear expectations around respectful behaviour in and around licensed venues, and communicating those expectations with influence across industry.</p> <p>The Government also considers the intent of the recommendation regarding further reviews around anti-violence measures has been substantially met by the QUANTEM project’s updated evaluation report on the TAFV Policy measures covering a three-year period (July 2016 – June 2019), compared to the two-year period (July 2016 to June 2018) covered in the original final evaluation report. The Government considers this approach achieves the intent of the recommendation.</p>

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24	<p>Implement an alcohol awareness campaign which conforms to best evidence and does not use 'responsible drinking' wording.</p> <p>(a) Mass media campaigns should be included as key components of comprehensive approaches to improving population health behaviours.</p> <p>(b) Sufficient funding must be secured to enable frequent and widespread exposure to campaign messages continuously over time, especially for ongoing behaviours.</p> <p>(c) Adequate access to promoted services and products must be ensured.</p> <p>(d) Changes in health behaviour might be maximised by complementary policy decisions that support opportunities to change, provided disincentives for not changing, and challenge or restrict competing marketing.</p> <p>(e) Campaign messages should be based on sound research of the target group and should be tested during campaign development.</p> <p>(f) Outcomes should undergo rigorous independent assessment and peer reviewed publications should be sought.</p>	<p><u>Supported</u></p> <p>Reducing risky alcohol consumption is a priority for the Queensland Government.</p> <p>Queensland Health will take the findings from the TAFV final evaluation report into consideration throughout the development and implementation of any communication activities aimed at reducing risky alcohol consumption.</p> <p>In 2020, Queensland Health commissioned market research to understand the best behaviour change opportunities and support development and implementation of an alcohol campaign to raise awareness and reduce risky levels and patterns of alcohol consumption. Queensland Health will continue to collaborate with relevant key agencies and stakeholders regarding the campaign.</p>
25	<p>The Department of Health should be required to set up an independent expert research steering committee to oversee the commissioning and reporting of any monitoring [and] evaluation research.</p>	<p><u>Not supported</u></p> <p>The Government does not support the proposed steering committee, following Queensland Health advice that much of the research relied upon is contained in national surveys commissioned at the Commonwealth level and would not be subject to oversight by a Queensland steering committee.</p>

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	This steering committee should have veto rights, and membership should include suitably qualified people (Ph.D. or MD) with backgrounds in medicine, public health, alcohol and other drugs and social welfare, along with relevant department representation.	
26	<p>The Queensland Government Statistician's Office (QGSO) should amend sampling and reporting practices for the Queensland Preventative Health Survey</p> <p>(a) Younger age groups should be oversampled to provide more representative information of this key demographic for harm, especially alcohol-related harm.</p> <p>(b) To aid better transparency of survey responses the QGSO should publicly release detailed information on the response rates for the Queensland Preventative Health Survey for past and future surveys, as reported by the National Drug Strategy Household Survey.</p> <p>Measures to be reported include:</p> <ul style="list-style-type: none"> i) the denominator was used for determining the response rate; ii) the number of people who answered the phone; iii) the number of people that didn't answer the phone; iv) the number of incomplete calls. 	<p><u>Not supported</u></p> <p>Following advice from Queensland Health and the QGSO, the Government does not consider the Queensland Preventive Health Survey is an appropriate tool for tracking changes in drinking culture and identifying opportunities for data collection for ongoing monitoring and evaluation of the TAFV Policy, as changes may compromise the integrity of the survey instrument.</p>
27	Commission ongoing Independent evaluation and monitoring of alcohol-related harm in Queensland.	<p><u>Supported in part</u></p> <p>The Government partially supports the recommendation to commission ongoing independent evaluation and monitoring of alcohol-related harm in Queensland, including an independent expert evaluation of</p>

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	(a) This should include an independent, expert evaluation of the impact of the opening of the Queen's Wharf Brisbane casino that is publicly available, and led by an independent steering group.	the impact of the opening of Queen's Wharf Brisbane casino. The QUANTEM project has undertaken an updated research on the TAFV Policy measures covering a three-year period (July 2016 – June 2019), and it is considered this substantially meets the recommendation's intent. Ongoing assessment of the effectiveness of TAFV Policy measures will also occur as part of the legislated triennial SNP reviews (recommendation 5) to facilitate a more nuanced approach to addressing particular alcohol harm issues in particular SNPs. This process will involve consultation with key stakeholders, including licensees, police and Local Government Authorities, and will also consider the impacts of all casinos in SNPs, rather than of Queen's Wharf Brisbane alone.
28	<p>Support Services funding should be scaled according to number of venues and levels of harm.</p> <p>(a) Levels of harm should be measured using ambulance attendance and police-recorded serious assaults.</p>	<p><u>Supported in part</u></p> <p>The Government supports the recommendation in part. The current funding for Safe Night Precinct Support Services (SNPSS) is scaled to number of venues and volume of patrons in SNPs. It is supported that this method of funding scaling is the most relevant and effective and should continue.</p> <p>It is not supported that levels of harm, measured using ambulance attendance and police-recorded serious assaults, be used to determine funding scale. It is not the role of SNPSS to respond to serious assault, serious injury or other serious health issues. It would therefore have limited relevance to use these measures to attribute funding scale. The impact of the SNPSS service delivery is directed at harm-minimisation and early intervention so is therefore directed at SNP patrons generally rather than focusing on those requiring serious emergency intervention from Queensland Ambulance Service or QPS.</p> <p>Any future funding arrangements for SNPSS should continue to be scaled according to features of the SNP including the number of venues, volume of patrons and other location-specific elements. For example, location specific elements that influence levels of funding for SNPSS include:</p> <ul style="list-style-type: none"> • distance between venues and geographic size of the SNP has impact on SNPSS service delivery costs. For example, Sunshine Coast SNP includes Caloundra, Maroochydore and Mooloolaba (the distance between Caloundra and Maroochydore is 22km) this has a significant impact on the costs associated for coverage of Sunshine Coast SNP; and • availability of volunteer workforce has an impact on SNPSS service delivery costs. For example, the small resident population of Airlie Beach limits volunteer availability and increases the need for paid staff to operate the service.
29	Conduct recurrent evaluations to monitor Support Service improvement and new risks and opportunities.	<p><u>Supported</u></p> <p>The Government supports the recommendation to monitor SNPSS improvements and new risks and opportunities. Department of Communities, Housing and Digital Economy (DCHDE) has progressed</p>

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		<p>initiative improvements for SNPSS in response to the evaluation recommendations. The effectiveness of the improvements will be reviewed by DCHDE throughout 2021-22 and 2022-23.</p> <p>SNPSS service provision will be monitored via DCHDE contract management processes, this will include the identification of risks and performance monitoring at the local service level.</p>
30	<p>Evaluation should be conducted every two years and the reports be publicly available to monitor performance on investment.</p>	<p><u>Not supported</u></p> <p>The Government does not support the recommendation to conduct evaluations of SNPSS every two years. Existing processes within DCDHE for contract-level performance monitoring are in place and occur at timeframes relevant to the contract term. The Government considers that existing contract management processes substantially meet the intent of this recommendation.</p> <p>Any future reviews of SNPSS will be considered in the context of the legislated triennial SNP reviews and DCHDE will contribute where relevant.</p>
31	<p>Consider funding for Support Services via a levy on venues.</p>	<p><u>Not supported</u></p> <p>The Government is not satisfied that sufficient justification is provided to impose this additional cost on late-trading premises and will not consider funding SNPSS via a levy on venues.</p>
32	<p>Recurring funding should be provided to train Support Service personnel.</p>	<p><u>Supported</u></p> <p>The Government supports the recommendation that SNPSS personnel should be provided training. As part of recurrent funding to service providers, SNPSS providers are required to maintain relevant training for staff and volunteers as part of their DCHDE contract responsibilities.</p> <p>DCHDE has finalised relevant actions in relation to this recommendation and will monitor through contract arrangements.</p>
33	<p>The Government should conduct quarterly site visits in order to hold individuals and Support Services accountable.</p>	<p><u>Supported</u></p> <p>The Government supports the recommendation to conduct site visits to SNPSS. Contract management processes between DCHDE and service providers incorporate a range of contact approaches including site visits. Consultations with SNPSS providers identified that site visits by departmental contract officers are welcomed; the frequency of visits will occur within available departmental resources.</p> <p>DCHDE has finalised relevant actions in relation to this recommendation and will monitor through contract arrangements.</p>
34	<p>Support Services personnel should be required to wear high-visibility clothing in</p>	<p><u>Supported</u></p>

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	order to stand out in the night-time environment.	<p>The Government supports the recommendation that SNPSS staff and volunteers should wear high-visibility clothing. Consultations with SNPSS providers indicated that each SNPSS has location specific, highly visible and distinctive branding for their staff and volunteer uniforms.</p> <p>DCHDE has finalised relevant actions in relation to this recommendation and will monitor through contract arrangements. Additionally, as part of SNPSS initiative guidelines the inclusion of specific requirements regarding uniforms will be revised where relevant and monitored through contract management processes.</p>
35	It is suggested that all rest and recovery services have a stable presence in the main thoroughfare of their SNP.	<p><u>Supported</u></p> <p>The Government supports the recommendation that rest and recovery areas should have a stable and visible presence in the SNP. Consultations with SNPSS providers indicated that each SNPSS has location-specific, highly visible and distinctive branding for their rest and recovery areas. The location of the rest and recovery areas within the SNP are dependent on a range of factors including whether it is possible to lease permanent facilities or whether mobile temporary facilities such as a van or marquee are more appropriate.</p> <p>DCHDE has finalised relevant actions in relation to this recommendation and will monitor through contract arrangements. Additionally, as part of SNPSS initiative guidelines, the inclusion of specific requirements regarding rest and recovery areas will be revised where relevant and monitored through contract management processes.</p>
36	A review should be conducted of radio networks in SNPSS, with the aim of making use of the networks mandatory for all parties involved, including police.	<p><u>Not supported</u></p> <p>The interim Government response highlighted different models were in place and working well in different SNPs. Queensland will tailor approaches to the use of radio networks in individual SNPs, having regard to local existing arrangements and available resources.</p> <p>Townsville, Toowoomba and Gold Coast SNPs currently have radio networks which all nightclubs, security and local councils utilise for communication. These networks are coordinated and operated by Councils. In at least one SNP location, Toowoomba, a fee is charged for the provision of radios to licensed premises wishing to participate in the radio network initiative, which has been identified as a barrier to participation.</p> <p>The radio networks also support the operation of camera networks within these three SNPs. Cameras actively monitor activities in real time, with the radio network used to contact and refer service delivery</p>

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		<p>requests to police. For example, an assault outside of a licensed premises in an SNP can be identified in real time via the camera network, with the radio network used to notify police patrolling the SNP, enable a quick response.</p> <p>While a review is not supported at this time, the Government notes that the use of the radio networks operating within SNPs ensures continuous practice improvement and timely advice to support services operating in SNPs.</p>
37	<p>Universal data collection, a minimum dataset, and storage methods across Support Services is suggested.</p>	<p><u>Supported</u></p> <p>The Government supports the recommendation for a universal dataset for SNPSS. DCHDE has worked with SNPSS providers to develop a common minimum data set with a standard format and process for submission. Reports submitted are reviewed quarterly as part of contract management processes. The data reporting is included as a component of the initiative guideline.</p> <p>The data metrics designed in consultation with providers take into account limitations on the collection of detailed service user information due to privacy and consent considerations and the limited authority of SNPSS providers to collect personal information. It was also taken into consideration that service user data collection is time consuming and would detract from time available to provide support to Service Users.</p> <p>DCHDE has finalised relevant actions in relation to this recommendation and will review effectiveness of these improvements throughout 2021-22 and 2022-23. Any revisions determined as part of this review will be incorporated in the SNPSS initiative guidelines and monitored through contract management processes.</p>
38	<p>There should be a universal set of guidelines across SNPSS to dictate how Support Services should operate.</p>	<p><u>Supported</u></p> <p>The Government supports the recommendation for a universal guideline for SNPSS service delivery. DCHDE has worked with SNPSS providers to develop an initiative guideline that sets out parameters for service delivery, this guideline is included in contract requirements.</p> <p>DCHDE has finalised relevant actions in relation to this recommendation and will review effectiveness of these improvements throughout 2021-22 and 2022-23. Any revisions determined as part of this review will be incorporated in the SNPSS initiative guidelines and monitored through contract management processes.</p>

End