

## ELECTRONIC INCIDENT REGISTER

### Information to be recorded

Licensed venues in the Kings Cross and Sydney CBD Entertainment precincts are required to record the details and actions taken in response to certain types of incidents in a 'round the clock' incident register.

In accordance with clauses 531 & 53ZE of the Liquor Regulation 2008, reportable incident types include any incident:

- involving violence or anti-social behaviour occurring on the premises
- of which the licensee is aware, that involves violence or anti-social behaviour occurring in the immediate vicinity of the venue and that involves a person who has recently left, or been refused admission to, the premises
- that results in a person being turned out of the venue under s.77 of the *Liquor Act 2007* (non voluntary exclusion of persons from a licensed venue) and
- that results in a patron of the venue requiring medical assistance.

The electronic incident register (EIR) form must include pre-designated fields for recording information on the above reportable incident types. As a matter of best practice, venues may choose to record details of other, 'less serious' incidents.

The EIR must include mandatory, voluntary and/or pre-filled fields with standardised text as per the attached template.

The required fields include (but are not limited to):

- date and time
- location
- incident type
- capacity for recording additional details when reporting on mandatory incident types<sup>1</sup>
- incident details, actions taken/summary outcomes
- witness details and
- persons of interest details.

All required incidents must be entered in the EIR as soon as practicable after the event and within one hour. A more detailed account must be completed as soon as practicable, and no later than six hours after occurring, for any reportable incident involving violence, anti-social behaviour, when patrons are asked to leave or when an injury occurs that requires medical assistance.

### Required software security and data integrity features

Software for an EIR must provide the following features:

- ability to restrict access to 'approved' staff members or users (e.g. via username/password or by some other means)
- a system for managing an 'approved' user list (creating and deleting approved users)
- ability to support multiple 'approved' users
- automatic system log out after a set period of inactivity
- automatic assignment of an unalterable, sequenced unique identifier for each incident record
- automatic assignment of unalterable real-time dates and times for each register entry and updates
- mandatory date and time fields for incidents
- automatic assignment of an 'approved' user name (e.g. via login) to each entry (includes incident reporting and updates)
- no capacity to delete or edit existing incident records, but allows relevant information to be added at a later date (updates)
- an audit trail capacity that ensures all versions of any incident are saved and available for review upon request (e.g. audit trail that ensures all versions are saved and can be viewed separately)
- ability to flag incomplete entries for reportable incidents and
- ability to flag entries for reportable incidents where details were not recorded as soon as practicable (e.g. full details after six hours of occurring).

1. In accordance with clauses 531 & 53ZE of the Liquor Regulation 2008 certain incidents must be recorded in the incident register

## Accessing information in the register and reporting

In accordance with the legislation, any information recorded in the EIR, or any reports generated from it, must (even if hosted by the software provider) be able to be:

- made immediately available upon request by a police officer or inspector
- copied, printed or sent electronically so that it can be removed from the venue upon request by a police officer or inspector, and
- retained for a period for at least three years from when the record was made.

Accordingly, licensed venues must be able to access any electronic data records upon request regardless of any contractual arrangements with the software or internet provider. Venues may therefore choose to download their EIR onto their own electronic devices and/or print out paper-based versions of incident reports.

The EIR software must also:

- support search and reporting functions for extracting incident records by date, time, date and time range, day of week, year, incident type, reportable incidents, flagged incidents, system user, and
- able to be exported, upon request, in an appropriate electronic form (excel or CSV) with each incident assigned to an individual row.

Further details on the electronic register form and the standard reporting template are outlined in the table below.

## Instructions for licensed venues

Any EIR must display the following information on its screen directly before or after user login:

The law requires all licensed venues in the Kings Cross and CBD precincts to keep an incident register at all times ('round the clock'). Venues are permitted to maintain an incident register in **one or both** of the approved forms: bound book or electronic. For example, if a venue uses an electronic form of incident register then they may choose to stop entering incidents in their paper book register.

The following incident types must be reported in the electronic incident register (EIR). Any incident:

- involving violence or anti-social behaviour occurring on the premises
- of which the licensee is aware, that involves violence or anti-social behaviour occurring in the immediate vicinity of the venue and that involves a person who has recently left, or been refused admission to, the premises
- that results in a person being turned out of the venue under s.77 of the *Liquor Act 2007* (non voluntary exclusion of persons from licensed premises) and
- that results in a patron of the venue requiring medical assistance

For any reportable incident, details must be entered in the EIR as soon as practicable after the event occurring (within one hour). A more detailed account must be completed as soon as practicable, no later than six hours, after the incident occurring.

A reportable incident includes such events as:

- injuries to staff or patrons requiring medical assistance
- violence e.g. assaults, fights
- anti-social behaviour e.g. aggression, malicious damage
- patron removals or when asked to leave e.g. intoxication, smoking in a non-smoking area, minors, illicit substances.

Venues should also report other things including:

- refuse entry – e.g. minors, suspected intoxication, insufficient identification
- requests for self exclusion
- compliance issues e.g. missing RSA certificate, faulty gaming machines and
- disturbance complaints.

## Electronic register format and Excel/CSV reporting template for incidents

#	A	B	C	D	E	F	G	H	I	J	K
<b>Field name</b>	Licensed Venue Name	Licence Number	Incident Entry Number	Entered By	Reported By	Entry Date & Time	Date of Incident	Time of Incident	Location of Incident	Location of incident (other)	Incident details
<b>Reporting</b>	Auto-fill once system set up	Auto-fill once system set up	Auto fill sequential, non alterable field	Auto filled - as per log in	Mandatory	Auto date & time stamp	Mandatory	Mandatory	Mandatory	See I	Mandatory
<b>Field rules</b>	No ability to update	No ability to update	No ability to update	No ability to update	No ability to update	No ability to update	Able to be updated	Able to be updated	Able to be updated	As per I	Able to be updated
<b>Field Format</b>	N/A	N/A	N/A	N/A	N/A	dd/mm/yyyy/24 hr clock	dd/mm/yyyy	24 hour clock	Multiple locations possible	Open text ~300 chars	Able to select multiple incident types
<b>Options</b>	None	None	None	None	None	None	None	None	On premises: <ul style="list-style-type: none"> <li>• Bar area</li> <li>• Main bar</li> <li>• Gaming room</li> <li>• Smoking Area</li> <li>• Front door</li> </ul> Off-venue(nearby*)	Open field	1. refuse entry 2. refuse service 3. theft 4. malicious damage 5. complaint 6. minors 7. self exclusion 8. gaming 9. other (please specify) 10. violence – brawl/affray 11. violence - glassing 12. anti-social behaviour 13. asked to leave 14. injury / medical assistance 15. serious other (please specify)
<b>Notes</b>									* Nearby means within 50 m of the venue entrance		Mandatory reporting of incidents #10 – 15 (red) is required under the legislation (cl. 53I & 53ZE of the Liquor Regulation 2008).  Full incident details for reportable incidents must be recorded in the register within six hours.

## Electronic register format and Excel/CSV reporting template for incidents

#	L	M	N	O	P	Q	R	S	T	U
<b>Field name</b>	Refuse entry - reasons	Serious (other)	Additional incident details	Asked to leave – reasons	Number of Persons Involved	Person(s) description	Person of Interest 1 Name	Person of Interest 1 Phone	Person of Interest 1 Age	Person of Interest 1 Gender
<b>Reporting</b>	Mandatory if 'refuse entry' box is checked	Mandatory if 'serious other' box is checked	Voluntary	Mandatory if 'asked to leave' box checked	Mandatory	Voluntary if incident # 1 to 9 Mandatory if incident #10-15	Mandatory if 'Person description' box not completed	Mandatory if 'Person description' box not completed	Mandatory if 'Person description' box not completed	Mandatory if 'Person description' box not completed
<b>Field rules</b>	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated
<b>Field Format</b>	Able to select multiple incident types	Text box ~30 characters	Text box ~300 characters	Able to select one reason only	Numeric	Text box ~ 300 characters	Text box ~30 characters	Text box ~15 characters	Able to select one only	Able to select one only
<b>Options</b>	<ul style="list-style-type: none"> <li>insufficient ID</li> <li>minors</li> <li>suspected intox</li> </ul>	Open field	Open field	<ul style="list-style-type: none"> <li>approaching intoxication</li> <li>suspected intoxication</li> <li>violent</li> <li>anti-social</li> <li>illicit substances</li> <li>insufficient ID</li> <li>minor</li> <li>smoking in non-smoking area</li> </ul>	Open field	Open field with prompts: E.g. <ul style="list-style-type: none"> <li>Build/height</li> <li>Hair</li> <li>Clothing-top</li> <li>Clothing-bottom</li> <li>Shoes</li> <li>Other e.g. tattoos</li> <li>Weapon</li> <li>Injury</li> </ul>	Open field	Open field	<ul style="list-style-type: none"> <li>Under 18</li> <li>18-25</li> <li>26-34</li> <li>35+</li> </ul>	<ul style="list-style-type: none"> <li>Male</li> <li>Female</li> <li>Other</li> </ul>

## Electronic register format and Excel/CSV reporting template for incidents

#	V	W	X	Y	Z	AA	BB	CC	DD	EE	FF	GG
<b>Field name</b>	Person of Interest 2 Name	Person of Interest 2 Phone	Person of Interest 2 Age	Person of Interest 2 Gender	Person of Interest 3 Name	Person of Interest 3 Phone	Person of Interest 3 Age	Person of Interest 3 Gender	Witness Details	Witness Details	Witness Details	Action taken / incident details
<b>Reporting</b>	Available if needed	Available if needed	Available if needed	Available if needed	Available if needed	Available if needed	Available if needed	Available if needed	Voluntary	Voluntary	Voluntary	Mandatory if reportable incidents #10-15
<b>Field rules</b>	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated
<b>Field Format</b>	Text box ~30 characters	Text box ~15 characters	Able to select one only	Able to select one only	Text box ~30 characters	Text box ~15 characters	Able to select one only	Able to select one only	Text box ~300 characters for names and contact details	Text box ~300 characters for names and contact details	Text box ~300 characters for names and contact details	Able to select more than one action taken
<b>Options</b>	Open field	Open field	<ul style="list-style-type: none"> <li>Under 18</li> <li>18-25</li> <li>26-34</li> <li>35+</li> </ul>	<ul style="list-style-type: none"> <li>Male</li> <li>Female</li> <li>Other</li> </ul>	Open field	Open field	<ul style="list-style-type: none"> <li>Under 18</li> <li>18-25</li> <li>26-34</li> <li>35+</li> </ul>	<ul style="list-style-type: none"> <li>Male</li> <li>Female</li> <li>Other</li> </ul>	Open field	Open field	Open field	<ul style="list-style-type: none"> <li>patron refused entry</li> <li>patron refused service</li> <li>patron asked to leave</li> <li>first aid treatment supplied</li> <li>ambulance attended</li> <li>security attended</li> <li>police called by venue staff</li> <li>police involved</li> <li>Fail to Quit notice issued</li> <li>crime scene preserved</li> <li>Police /OLGR inspection</li> </ul>

## Electronic register format and Excel/CSV reporting template for incidents

#	HH	II	JJ	KK	LL	MM	NN	OO	PP
<b>Field name</b>	Incident summary report	CCTV exists?	Captured on CCTV?	CCTV burned to disc?	Linked to any other incidents?	Incident details	Manager Comment	Manager Approval	Manager details
<b>Reporting</b>	Mandatory	Mandatory if incidents #10-15	Mandatory if CCTV exists 'yes' box is checked	Mandatory if CCTV exists 'yes' box is checked	Mandatory	Mandatory if 'linked to other incidents?' box is checked	Voluntary	Mandatory	Auto filled - as per log in
<b>Field rules</b>	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	Able to be updated	No ability to update	No ability to update	No ability to update
<b>Field Format</b>	Text box ~1300 characters no spaces	Able to select one only	Able to select one only	Able to select one only	Able to select one only	Text box ~30 characters	Text box ~300 characters	Able to select one only	N/A
<b>Option</b>	Open field	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	Open field	Open field	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	None

