Understanding Glassing Incidents on Licensed Premises: Dimensions, Prevention and Control

2009

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This project examined glassings in Gold Coast venues. The project examines the prevalence of glassing, dimensions associated with glassing incidents and stakeholder beliefs regarding the potential efficacy of controlling glassing frequency and injury severity through employing alternative strategies. The research findings have implications for policy, practice and research related to controlling and understanding glassing in Gold Coast venues.

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Acknowledgements

The researchers extend their gratitude to all individuals who contributed to the conduct of this research. The researchers are particularly appreciative of the assistance provided by Tobias Dow Office of Liquor, and Gaming Regulation, Queensland Treasury. Tobias provided valuable assistance gaining access to participants. Ian Amos of the Gold Coast Liquor Industry Accord and Lino Girardi of the Surfers paradise Licensed Venues Association graciously allowed the researchers to solicit participants during members only meetings. We also acknowledge the assistance of the Queensland Police Service, particularly Inspector Darren Soppa, Sergeant Greg St Clair and Constable David Peers of the Gold Coast Operations District, and the staff of the Gold Coast branch of Queensland Liquor Licensing, all of whom provided time and access to data of central importance to the project. Finally, the researchers would like to thank the participants who agreed to be interviewed during the project.

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Executive Summary

'Glassings' have emerged as a particularly concerning component of violence occurring within licensed establishments in many parts of Queensland. The current project aimed to address the knowledge gap about glassing behaviour by examining various dimensions of glassing, and evaluating the likely success of alternative strategies for reducing glassing incidents and minimizing related harm. The analysis was informed by undertaking a review of published literature that addressed the causes and management of aggression in venues, as well as literature addressing the comparative safety of plastic and toughened glass to normal glass as well as the impact of changing drinking vessels on venue aggression. The findings drawn from prior research were then integrated with new data collected for this project.

Two sources of raw data were analysed. One source of raw data was text based reports of 34 glassing incidents in Gold Coast venues (October 2007 - February 2009). These reports were provided by Qld. Liquor Licensing, Queensland Police Service and newspaper reports. Frequency counts were generated based on themes present within each separate incident report. The second source of data was semi-structured interviews of venue representatives with managerial responsibilities. Frequency counts of themes were aggregated to identify typical venue management experiences, attitudes, and beliefs regarding predictors of glassing assault and the perceived efficacy of plastic, glass and rapid removal.

Based on our analysis, we formed the view that glassing is an outcome from a complex interaction of patron and venue based characteristics. Glassing is most likely to occur on weekends between 9.00 pm and 3.00 am.

Taverns or nightclubs are the most likely to be the site of a glassing. Glassing assaults have the same initial conflicts as non-glassing assaults. Young males are most likely to be offenders but participants believed a variety of intrapersonal deficits were more predictive than demography. Glass is used as a weapon because it is convenient. Plastic is likely to be the safest material but is least acceptable to venues. Most participants favoured a combination of toughened glass and rapid removal. An educative advertising campaign, tougher penalties for offenders and a safer drinking vessel combined with rapid removal is likely to have the biggest impact on glassing behaviour.

The findings of the research gave rise to six practical recommendations intended to control the frequency of glassing attempts and lessen the severity of injury that occurs from completed attempts. Six areas for research have been suggested as particularly pertinent to increasing the presently limited store of relevant knowledge. Key learnings emerging from the project have been identified which are presented below.

Key Learnings

1. Glassing assaults are rare (as is weapon use in general). Most altercations do not involve a glass and are little more than pushing and shoving.

2. Glassings are very difficult to predict in that there is no observable difference in the causes (arguments, accidental/minor contact such as a spilt drink and protection of or competition for females) between a glassing and a non-glassing assault. Glassing is an outcome of multiple factors acting in concert. Characteristics of patrons and venues can both contribute to the behaviour. The relative ratio of patron: venue responsibility is extremely difficult to determine.

3. Young males are more likely to commit both types of assault. However participants did not believe that glassing was strictly the province of young males. A glasser could belong to any demographic category. Glassing was attributed to person centred traits such as lack of empathy and an unusually high level of aggression.

4. Glassings were most likely to take place on weekends between 9pm and 3am in either a nightclub or a tavern.

5. Plastic was seen to be safer than normal or toughened glass. However plastic was thought to be least popular with patrons and was least popular with participants. Toughened glass was the preference of venues and believed to be the preference of patrons. Most participants favoured a combination of strategies. Rapid removal and toughened glass was the single most popular combination.

6. Venues would like government to consider issues relating to practicality, patron responsibility for their own action and the type of venue when thinking about what change should be implemented.

7. The preferred alternative identified to changing glassware is to manage social norms through increased penalties for glassers and educational advertising to further demonstrate consequences to offenders and victims.

8. There is a lack of rigorous research that has addressed glassing as a specific form of venue violence and a similar lack of research that would conclusively identify the relative merits of glass, toughened glass, plastic (soft disposable

or hard and reusable) or rapid removal of empty glasses. This knowledge gap can only be addressed through a program of rigorous empirical research.

1. Chapter 1: Introduction

1.1 Background

Violence within licensed venues has become an area of increased concern to the wider community. A specific form of violence that has become a particular salient concern is 'glassing'. The current project was intended to address the need to identify contextual precursors of glassing assaults and to examine alternative strategies for preventing 'glassing' related injuries in licensed venues on the Gold Coast. The three strategies that were the focus of this research were rapid removal of empty glass drinking vessels, replacing glass drinking vessels with plastic or the use of toughened glass rather than the standard annealed drinking glasses.

Glassing is a colloquial term for using a glass drinking vessel (including bottles) as a weapon. Generally the vessel is thrown or thrust into another person (usually the head or face). On impact the vessel shatters into sharp edged shards mounted on a solid base. In the case of wine glasses and champagne flutes the stem can become a spear. The sharp shards cause serious facial lacerations, eye injuries and longer term psychological damage (Luke et al, 2002; Shepherd, 2007). The need for further research on glassing is illustrated by the recent and pronounced increase in the number of glassing incidents in licensed venues on the Gold Coast. Glassing has become notably frequent in Gold Coast establishments when compared to other areas of the state. Within the time period covered by this project (9th of October 2007- 31st of February 2009) 34 separate incidents were reported to Queensland Police in the Gold Coast area.

Locally, violence and assault in venues has been approached at a general level, for example with the Liquor Enforcement and Proactive Strategies (LEAPS) program run by the Queensland Police Service. However, to date there has been no specific program intended explicitly to manage glassing in licensed venues. There has been no Queensland based research that specifically addresses the socio-contextual antecedents of a glassing assault or the potential efficacy of various strategies for reducing (or preventing) injury from glassing assaults from the perspective of industry stakeholders.

Internationally, only one study could be found that compared injury severity and glassing frequency related to the use of plastic rather than glass drinking vessels. Forsyth (2008) conducted research during a glass ban (only normal glass was banned as toughened glass was deemed acceptable and the restriction only applied after midnight). It was concluded that plastic was safer, in terms of injury severity, than glass, but it was not possible to distinguish normal from toughened glass using observation for data collection. Rapid removal of empty glasses has not been examined within the context of glassing prevention (Mallick & Banfield, 2007). Therefore there is a lack of international or local research knowledge that would either support or contradict the use of any or all of the three proposed situational control strategies.

1.2 Overall Project Aims

The Queensland State Governments Office of Liquor and Gaming Regulation commissioned Griffith University to conduct an independent study investigating:

- trends in glassing incidents at or near licensed premises in Queensland;

- precursors and risk factors that relate to these incidents;
- current research literature to uncover the risk factors for glassing incidents;
- current evaluation literature about effective strategies and practices currently in place to reduce or prevent glassing incidents at or near licenses premises;
- practical recommendations to inform possible changes in practices to prevent glassing incidents in licensed premises in Queensland.

Three sources of data were used during the project. Firstly, a literature review was conducted to examine the nature of the relationship between alcohol consumption and violence in licensed venues generally, and evaluation of strategies and practices that may reduce injury from glassing with reference to the existing research base. Secondly incident reports (Queensland Police, Liquor Licensing, newspaper articles) were examined for the frequency with which various situational predictors were present. Thirdly, qualitative data was generated via semi-structured interviews of owners and managerial staff from Gold Coast venues. Interview transcripts were examined and themes identified. Results of these two qualitative analyses were quantified through reporting frequency counts for each identified theme.

It was intended that quantitative data would also be provided through analysis of a survey developed specifically for the project. The survey identified situational precursors of violence in venues (as perceived by stakeholders) and measured existing attitudes towards the three proposed strategies intended to reduce the likelihood of injury from glassing. This

aspect of the project was abandoned due to an unacceptably low response rate that would be unlikely to provide reliable and valid information. The survey is available for review in the appendix.

The next section in this report is the literature review. The first part of the literature review examines the relationship between alcohol and aggression. The second section addresses situational predictors of aggression in licensed venues. The final section evaluates each of the three glass centred strategies mentioned above based on the existing published research base.

2. Chapter 2: Literature Review

2.1 Alcohol and aggression

The positive association between alcohol consumption and violence is well documented, as is a connection between drinking at a licensed venue and exposure to violence (Graham, Bernards, Osgood, & Wells, 2006). Norstrom (1998) found that 47% of assaults in Sweden (between 1956-1994) could be attributed to alcohol consumption, particularly consumption of beer and spirits in licensed premises. Rossow (1996) reported that more frequent intoxication increased the chance of being either the instigator or the victim of an assault and that drinking in licensed venues increased the chance of being injured in an assault. This result was found regardless of an individual's personal consumption level. The Alcohol, Tobacco and other Drug Services branch of Queensland Health (ATODS) states that up to 82% of serious assaults and 46% of less serious assaults are alcohol related. ATODS reported a concentration of alcohol related assaults (44%) around licensed venues. A study conducted in the emergency department of a Sydney hospital found 75% of assault victims (self-reported) were injured in or around a licensed venue. Nearly two thirds of these patients did not know their assailant, 40% stated that the attack was unprovoked while 27% reported involvement in a verbal altercation before the assault (Poynton, Donnelly, Weatherburn, Fulde, & Scott, 2005). Limiting trading hours of licensed venues has been associated with a decline in the number of assaults and homicides while increased trading hours can be associated with an increase in assaults (Duailibi et al, 2007). In Perth, for example, premises granted extended trading hours were found to have a 54% increase in assaults (compared to an 18.75% increase in venues with non-extended trading hours) (Chikritzhs & Stockwell, 2002).

The research cited above illustrates the connection between alcohol consumption, attendance at a licensed venue and increased risk of interpersonal violence and subsequent injury. However, there is not necessarily a simple linear causal relationship between alcohol consumption and aggression. A number of researchers have found that the amount of alcohol consumed is not necessarily the strongest predictor of licensed venue violence (frequency or severity) once other potential causes are included in multivariate analysis (Graham, Bernards, Osgood & Wells, 2006; Green & Plant, 2007; Homel & Clark, 1994; Hughes, Anderson, Morleo & Bellis, 2007; Leonard, Collins, & Quigley, 2003).

The complexity of the relationship between increased alcohol consumption and aggression or violence is indicated by research implicating person centred variables in the relationship between alcohol consumption and violence. For example, Treno, Gruenwald, Remer, Johnson and La Scala (2007) reported that it was the difference between a persons normal consumption and an episode of unusually high consumption (not overall alcohol consumption) that could best be associated with increased levels of hostility and greater personal approval of alcohol related aggression. In this instance it is deviation from an individual's normal drinking pattern and that individual's ability to tolerate an atypically high volume of alcohol rather than the absolute volume imbibed that is associated with endorsement of aggression.

Even though the majority of violent assaults in licensed venues involve male protagonists (usually unknown to each other) (Graham, Wells & Jelley, 2002) females can also be involved in assaults in licensed venues. Research addressing female initiated assaults by Collins, Quigley and Leonard (2007) found a similar relationship between assault and drinking pattern as was found for males in Treno et al (2007). Specifically female initiation of assault

could be predicted by the consumption of more alcohol than an individual's usual alcohol intake. Considering Collins et al (2007) and Treno et al (2007) together indicates that the difference in volume between a drinking 'binge' and the individuals normal level of consumption, rather than gross amount of alcohol consumed, is a precursor of alcohol related assault.

In any conflict in a venue at least one person makes a choice to become involved in a violent altercation. There is evidence suggesting that alcohol consumption can alter an individual's perspective to one that increases the likelihood of aggression (Graham, West & Wells, 2000). There is also research that implicates psychopathology and deficits in cognitive functioning with increased likelihood of acting aggressively in venues. A review article by Moeller and Dougherty (2001) links antisocial personality disorder with alcoholism and aggression while consuming alcohol. Research into impulsive aggression suggests that impulsively aggressive patrons are predisposed to interpret ambiguous social interactions as hostile. They do not pause to consider the possibility that there was no hostile intent and so lack an inhibitory mechanism. Alcohol consumption further decreases the likelihood of an aggressor pausing to reflect on the decision to begin an attack (Denson, White, & Warburton, 2009; Krieglmeyer, Wittstadt & Strack, 2009). The suggestion is that some patrons have a lower ability to control their behaviour than psychologically normal patrons.

However there is also research that suggests the decision to initiate an assault in licensed venues can involve a rational evaluation of the likelihood of emerging as the victor in a confrontation. This decision making process has been found in both the presence and absence of alcohol, suggesting that alcohol consumption is not the only relevant causal variable. For example, alcohol free experimental scenario research by Archer and Benson (2008) showed the decision to fight in a licensed venue involves a judgment of

relative fighting ability (based on considerations such as physical size of opponent, opponent's reputed toughness and whether opponent was with friends or alone). This result generalised to both male and female participants. Collins et al (2007) found that those women most likely to initiate assaults did so during a drinking binge (therefore more inebriated than usual and presumably less able to make logical evaluations) and made strategic judgements of the opponent's offensive capacities. The women were most likely to be extremely aggressive to other females of a similar size who were less aggressive than the participant. Considered together, these two studies suggest alcohol does not necessarily prevent people from making rational judgements. Furthermore, the decision to get involved in an altercation requires active rational information processing independent of the volume consumed.

There is, however, evidence to suggest alcohol intake can impair judgment (in clinically normal patrons) in relation to the perceived level of provocation inherent in an interaction. For example, Archer and Benson (2008) reported that the inherent provocation of an incident was also factored into the decision to initiate violence. Participants would be most likely to attack an opponent who was either an even match or weaker in response to an incident that was considered extremely provocative (opponent insulted the participants girlfriend). Displaced aggression (aggression expressed against someone other than the source of perceived harm) has been found to be more intense when more alcohol has been consumed and when a triggering event is contextually salient (Denson, et al, 2008). To use a prosaic example, a spilt drink may only be 'a spilt drink' when people are sober, but is seen as an offensive act when people have consumed more alcohol than they normally would (Avile, Earlywine, Pollock, Stratton & Miller, 2005; Collins et al, 2007; Treno et al, 2007).

Furthermore, there is the possibility that people are not necessarily in a sociable mood when they attend a licensed venue. People who have been thinking about negative events and then go drinking tend to be more hostile than those who have not been persistently thinking about negative stimuli (Borders, Smucker-Barnwell, & Earlywine, 2007). It is therefore possible that a person ruminating on problems and then consumes alcohol will respond to a minor event with an unreasonable amount of aggression. Avile et al (2008) found that such 'displaced aggression' was particularly high when alcohol was consumed and the contextual salience of the trigger was high. Therefore, in a licensed venue, where the ability to drink would be contextually salient, those who have had a 'bad day' (and who are unable to attack the real source of their distress) can be unreasonably aggressive in response to an event or behaviour that would not normally warrant a highly aggressive response. The commonplace example of the spilt drink preceding an assault is therefore not an outcome of the consumption of alcohol by itself. There is a potential interaction between alcohol consumption, judged relative offensive capacity, rumination and the presence of a contextually salient trigger that is perceived to be more provocative than would otherwise be the case.

Going beyond the positive relationship between provocation, alcohol consumption and aggression, there is evidence suggesting people differ in their likelihood to respond to provocation with violence. Borders et al (2007) identified two person centred variables (dispositional aggression and alcohol-aggression self-expectation) that positively predicted alcohol related physical aggression and alcohol related hostility. The amount of alcohol consumed interacted with an individual's alcohol-aggression expectancy. Participants with low to moderate alcohol-aggression expectancy became more hostile as alcohol consumption increased. In contrast, those with intrinsically higher alcohol-aggression expectancy became increasingly aggressive and hostile,

but there was only a weak statistically non-significant relationship to their actual consumption. Treno et al (2007) reported that licensed venues attracted more hostile people with greater endorsement of alcohol related violence than people who did not drink in bars. In effect, individuals with lower personal inhibitions against alcohol related violence have a collective tendency to patronise licensed venues.

Past research suggests that person level variables interact with alcohol consumption to predict violence in licensed venues. However, it should be recognised that even in the absence of a simple causal relationship between volume of alcohol consumed and ambient aggression or frequency of violence, the severity of violent acts will be higher than would be the case if the violence involved sober people (Graham et al, 2006; Leonard et al, 2003).

It should also be noted that not all venues are equally likely to be the site of interpersonal violence (Graham, Bernards, Osgood & Wells, 2006). Briscoe and Donnelly (2003) reported that 60% of assaults in inner Sydney occurred in 12% of licensed venues. Within this subset of venues was a particularly high risk group (representing 3% of the total number of licensed venues) where 25% of all assaults in licensed venues occurred. In contrast, there were 100 (out of the 225 licensed venues in Sydney) venues where no assaults were reported across a two year period.

Predominance of a particular behaviour in a subset of all licensed venues suggests some qualitative difference between venues with divergent rates of the same behaviour (Eck, Clarke & Guerette, 2007). All venues provide a social setting in which to make money through sale of alcohol. Therefore the area of divergence between venues is not the basic goods provided. The suggestion is that the identifiable risk factors differentiating

safe venue from the unsafe venue may be related to some aspect (or aspects) of the venue itself.

2.2 Situational predictors of violence in licensed venues

Green and Plant (2007) suggest an important difference between a safe and unsafe venue could be the combined effect of the physical and social environment. The following section will provide a brief overview of research that has examined the connection between physical and social aspects of venues and violence.

2.3 Physical and social context and violence in venues

Leonard et al (2003) found elements of the physical setting of the venue (including inability to move easily around the venue poor ventilation and low levels of cleanliness) predicted the occurrence of assaults. Similarly, Graham et al (2006) found that frequency of aggression was predicted by physical factors such as poor ventilation, high noise level, lines-ups, crowding (can also be a social element, though in the present context refers to poor use of space forcing patrons into uncomfortably close contact) combined with a great deal of patron movement around the venue and poor cleanliness. Homel and Clark (1994) noted similar physical features to those reported by Graham et al (2006) were positively associated with general aggression and violence. However, it can also be seen that physical environment is only part of a complex interaction.

Homel and Clark (1994) included social factors together with physical factors in a multivariate analysis. Physical factors failed to explain a statistically significant amount of variance in predicted violence (beyond that of preventing patron intoxication) whereas a social factor relating to sexual

behaviour *did* predict actual physical violence. Similarly, an observational study conducted by Graham et al (2000) could not reliably connect crowding to observed physical violence whereas violence could be connected to various social factors. It should be noted that these two studies do not imply physical environment can be discounted as a predictor of violence in licensed venues as results may be influenced by the initial data gathering process. For example, in Graham et al (2000) no other physical elements were rated other than crowding. Overall venue crowding might not be a problem, so much as impeded movement around bottlenecks (Graham et al, 2006; Leonard et al, 2003). Homel and Clark (1994) mostly ceased collecting data before midnight. The peak times for violence in Sydney licensed venues (where Homel and Clark conducted their study) is between midnight and 3 a.m. Therefore some data may not have been collected. What these two studies do suggest is that social factors and physical factors jointly contribute to the performance of violence in venues. However, Leonard et al (2003) suggest social elements may be more important for predicting frequent severe aggression than the physical environment.

One social element that has been identified as a potential predictor of aggression and violence is sexual contact. In venues where sexual contact and competition was easily observable (for example fondling, conflict over/for a partner, sexual harassment, 'dirty' dancing) there has also been more frequent and more severe patron aggression (Collins et al, 2007; Graham et al 2006; Homel & Clark, 1994; Homel, Carvolth, Hauritz, McIlwain, & Teague, 2004).

Non-sexual permissiveness has also been implicated in the onset of aggression and violence, although the relationship between the amount of rowdy behaviour (shouting, swearing, pushing, taunting, rough 'horseplay') and violence is not necessarily direct. For example rowdiness was *not* a significant predictor of physical aggression when included in a multivariate

analysis performed by Homel and Clark (1994), despite a strong univariate correlation. In contrast Graham et al (2000; 2006) found venues with a generally permissive rowdy atmosphere tend to be the scene of more frequent, more severe aggression.

Leonard et al (2003) reported that alcohol consumption combined with an atmosphere where patrons felt fighting was accepted (and little effort was spent on restraining antagonists) allowed more severe aggression and more injuries than in venues with a lower tolerance for violence. Treno et al (2007) suggested bars attract people who endorse violence while drinking. The expectation that aggression will be tolerated combined with a clientele inclined to be hostile when drinking creates a social climate marred by increased levels of violence (Graham et al, 2000). The suggestion is that a high degree of ambient rowdiness in conjunction with other social factors can set the scene for physical confrontation (Homel & Clark, 1994).

The social facet of the venue is also affected by the actions of venue staff. For example staff can differ in the tolerance extended to patrons who are obviously intoxicated (Mallick & Banfiled, 2007). Intoxicated people can impact on the social climate of a venue through being more obnoxious and more violently reactive in the course of social interaction (Felson & Burchfield, 2004; Graham et al, 2000; Graham et al, 2006; Hughes, Anderson, Morleo & Bellis, 2007). Hughes et al (2007) reported that patrons who have been drinking at home were 2.5 times more likely to be involved in violence than those who did not drink before entering a venue. Limiting access to the venue by patrons who have already been drinking is known to be an effective means for improving a venues social environment (Green & Plant, 2007). The message is that venues which are more permissive in their attitude towards intoxicated patrons contribute to an increase in frequency and severity of violence.

Unfortunately, research suggests that staff can be relaxed in their efforts to limit entry of already intoxicated patrons. Miller, Furr-Holden, Voas and Bright (2005) breathalysed patrons entering venues and found 60% had been consuming alcohol prior to entering the venue. Once inside a venue, an intoxicated person was more likely to be sold more alcohol than not (Lenk, Toomey, & Erikson, 2006; Donnelly & Briscoe, 2003). In an observational study of Melbourne venues, door staff were seen to admit intoxicated patrons who were then served alcohol, despite the service of alcohol to intoxicated people being illegal (Mallick & Banfield, 2007). Level of intoxication may be difficult to detect from observable behaviour in some cases. Therefore it is possible that staff in a busy venue cannot detect all severely intoxicated patrons through a quick visual scan. However, patrons who have been moving from venue to venue would be more obviously intoxicated at the times when violence is most likely. Therefore it can be suggested that venues have the potential to be safer if they refuse entry to patrons who have obviously already been drinking elsewhere (Forsyth, Cloonan & Barr, 2005).

The behaviour of security staff may also increase the level of violence in a venue. Homel and Clark (1994) found that security staff can be assailants or can ignore violence within the venue. It is not unknown for staff to fight each other or to come into conflict with police (Graham, Bernards, Osgood, Homel, & Purcell, 2005). Graham et al (2006) found a relationship between the lack of professional distance between security staff and patrons and frequency of aggression and severity of staff aggression. Wells, Graham and West (1998) found that aggression could be reduced through the use of higher quality security staff. Behaviours such as only reacting to a fight once it has started, arbitrary enforcement of venue rules and overt bullying of patrons were related to an increase in venue conflicts. Behaviours that reduced the amount

of conflict included use of minimal necessary force and proactively identifying and removing problem patrons before conflict occurred.

It must be acknowledged that the nature of their job means security staff cannot always avoid acting aggressively and cannot afford to be perceived as 'soft targets' (Forsyth et al, 2005). However, Graham et al (2005) found a curvilinear relationship between levels of staff aggression and levels of patron aggression. When patrons were extremely aggressive, or when having to control multiple patrons in a single event, staff members were extremely aggressive. This would appear to be legitimate behaviour by staff given the situation. Yet extreme levels of aggression were also used against the least physically aggressive patrons. This result indicates staff aggression cannot always be justified as a reasonable response to patron behaviour, possibly reflecting hiring preferences for highly aggressive staff (Graham et al, 2005; Green & Plant, 2007).

The venue cannot be expected to control for person centred variables intrinsic to multiple patrons, nor can a venue ensure all patrons have had a pleasant day or are not ruminating about an earlier problematic interaction. However, the venue can control the atmosphere by strategically manipulating physical and social variables. For example, Homel et al (2004) reported that increased patron comfort and factors related to reduced permissiveness (less explicit sexual activity, fewer intoxicated male patrons, less swearing) predicted a reduction in physical aggression from earlier levels (recorded in 1994 and 1996). It should be noted that it was the combination of these (and other factors that were less strongly predictive) that proved effective for increased venue safety. Changing only one physical or social facet of a venue would be ineffective in terms of increasing safety.

Another variable under venue control is staff training (Graham (2000). With regards to security staff, 'good' behaviours observed by Graham et al (2005) require the exercise of very good communication skills, an ability to put provocation into perspective and a head for strategy under time pressured and personally threatening conditions. While some security staff may have (or develop through experience) these qualities, it is also possible that training would be necessary unless staff are selected for possession of these qualities (Green & Plant, 2007).

With reference to serving staff, Homel and Clark (1994) observed attempts to manage intoxication increased the likelihood of physical violence. Direct refusal of service seems to be the prevalent means of attempting to limit patron alcohol intake (Toomey et al 1999 as cited in Green & Plant, 2007). Graham et al (2005) noted a number of behaviours displayed by bar staff that encouraged an aggressive patron response, for example 'displaying anger and hostility toward customer(s) and other staff. Staff were also observed to enact de-escalating behaviours such as remaining good humoured. As staff behaviour has the potential to inflame or calm a situation it can be suggested that staff training in conflict management skills could be beneficial. Research has found that training of serving staff does tend to have a positive impact on the ability of staff to manage patrons, assuming that the quality of the training is of a sufficient standard (Graham, 2000). To give a specific example, training staff to try another tactic before resorting to a direct refusal of service would be one way to reduce the aggression experienced by serving staff.

However the work conditions within a busy venue needs to be considered. For example, if serving staff are serving a large number of patrons quickly, they may not have time to monitor the intoxication level of individual patrons or do more than give a cursory refusal. This operational context might lessen the ability of staff to work through a tiered 'menu' of

responses to an intoxicated patron who will not accept that they have had too much to drink. Furthermore, as found by Graham et al (2004), turnover of trained staff can work against the realisation of any positive impact of training. Specifically, violence in Toronto bars decreased amongst those that participated in a 'Safer Bars' programme. However, the level of success was moderated by the turnover amongst trained staff (managers, security and serving). Higher staff turnover was associated with the performance of more severely aggressive acts compared to venues with lower staff turnover.

2.4 Summary: Alcohol and aggression

Research suggests that the relationship between alcohol consumption and violence is complex. The presence or absence of violence in licensed venues represents an interaction of factors inherent in individual patrons and staff, the physical features of the venue and social context that exists in the venue. It is possible to minimise the likelihood of more severe violent acts by changing the physical and social features of the venue. For example, in the preceding section factors such as ease of personal movement, comfort, tolerance of intoxication and staff training can all be controlled by the venue in a manner that increases the safety of patrons and staff. The next section will review the existing research specific to reducing 'glassing' incidents.

2.5 Strategies to reduce glassing

This section reviews research specific to the reduction of glassing related incidents and injuries by changing the make up of drinking vessels. It should be acknowledged at the outset that control measures such as changing drinking vessels have an inherent limit to their effectiveness. This limit is that the attitudes and values possessed by patrons and staff that underlie the

commission of violence in licensed venues are not directly addressed by changing drinking vessels. However environmental controls have been found appropriate for reducing extremely obvious alcohol related violence when it tends to be concentrated in a specific setting (Bellis & Hughes, 2008). This condition is met by the current project as it is concerned with glassing in licensed venues on the Gold Coast. Furthermore, research cited in the previous section has indicated that venues can be made safer if appropriate environmental controls are implemented (Homel et al, 2004).

The next section will begin by examining glassing frequency. This will be followed by sections dedicated to each of the three possible strategies. These strategies are rapid removal of empty glass drinking vessels, removal of all glass drinking vessels in favour of plastic or the use of toughened glass rather than the standard annealed drinking glasses.

2.6 Frequency

English data cited by Shepherd (1998) states that 10% of all injuries from altercations in bars result from glassing. It should be acknowledged that the frequency of glassing is potentially higher than is officially known as a large percentage of venue based violence does not get reported to police (Shepherd, 1998; Warburton & Shepherd, 2000). For example Luke et al (2002) found that 19% of all alcohol related assault cases treated over the course of a year at an English emergency department were glassed. Poynton et al (2005) reported that 21.5% (n = 42) of patients admitted for an assault related injury (n = 191) claimed to have been glassed.

In comparing injury rate and type caused by bottles or glasses Coomaraswamy and Shepherd (2003) found a number of statistically significant differences. Glasses were more commonly used as weapons than

bottles and were more likely to cause facial injuries. According to Shepherd (1998) and Coomaraswamy and Shepherd (2003) 75% of glassing injuries are facial lacerations that are likely to leave permanent scars. Bottles were more likely to cause scalp injuries than glasses. Males were more likely to cause and suffer the most serious injuries. Women were most likely to cause serious injuries to other women and less likely to assault (or be assaulted by) men. Males using glasses were likely to cause more serious injuries than women using glasses, but males and females caused injuries of equal severity if bottles were used as the weapon.

2.7 Rapid removal

As noted by Mallick and Banfield (2007), research specifically examining ways to limit injury through glassware based interventions is notable for its absence. This comment is particularly pertinent when discussing the rapid removal of empty glasses. No published research could be found that actually reports the efficacy of rapid removal of empty glasses as a means of reducing glassing compared to other strategies. There are, however, two reasons to assume rapid removal of empty glassware could reduce injury from glassing.

The first reason is that removing empty glasses would leave a cleaner venue. Cleaner venues are likely to be safer than dirtier venues (Homel & Clark, 1994). The second reason is that removal of empty glasses means there is no glass at hand to become a convenient weapon (assuming convenience explains why Poynton et al (2005) found more glass than knife related wounding). However, rapid removal of empty glasses is unlikely to stop patrons from using a glass they are still drinking from as a weapon. While

speculative, implementation of this strategy might be the easiest of the three proposals.

Implementation could be as simple as hiring more staff to remove glasses or assigning more of the venues existing staff to cleaning the venue progressively throughout the night (Mallick & Banfield, 2007). However, if a venue decided to assign security staff to assist existing numbers of floor staff rather than hire more floor staff then rapid removal could become counter productive. For example in Forsyth (2008) the collection of empty glasses by security personnel meant that they appeared disorganised. They were also unable to respond quickly to situations as they had to first rid themself of a pile of empty glasses. It could be argued that this pile of empty glasses abandoned near an assault in progress constitutes another source of risk (Forsyth, 2008).

2.8 Toughened glass

The difference between normal (annealed) glass and toughened glass is in the rate with which the molten glass is cooled. Annealed glass is cooled slowly whereas tempered glass is cooled rapidly. Rapid cooling creates an extra hard (but brittle) shell through contraction that makes the glass less likely to fracture (than annealed glass). This imparts a higher impact resistance to toughened glass compared to annealed glass (Warburton & Shepherd, 2000). The inner and outer layers of toughened glassware exert diametrically opposed pressures. When the toughened exterior is breached these opposing forces create 'rubble'. The edges of this rubble is considerably blunter (therefore safer) than the straight edged knife like shards (and solid spear-like base which tends to maintain integrity after breakage) typical of annealed glass (Shepherd, 1998; Warburton & Shepherd, 2000).

Only one experimental study could be found where annealed and toughened glasses were compared for injury rate and injury severity. It should be noted that this study was concerned with occupational injury to bar staff rather than glassing attacks. Specifically, Warburton and Shepherd (2000) compared rates of occupational injury to bar staff from either toughened or annealed glass. As expected, glass with lower impact resistance did cause more injuries. However it was the toughened glass that proved to have lower impact resistance. Participants using toughened glass suffered 60% more injuries (injuries were of equal severity from either type of glass) than those using annealed glasses. A follow up impact-resistance analysis found that the toughened glass used in the study had lower impact resistance than either annealed or an alternate brand of toughened glass. The alternate brand was superior to both the annealed and toughened glass used in the study. A smaller non-experimental study by Cole, Miller, Plant, Miller and Nichol (1994) found that toughened glass was safer for bar staff than annealed glass. The suggestion is that higher impact resistance *potentially* make toughened glass safer than annealed glass, but only if it is good quality toughened glass.

The idea that toughened glass would prove less injurious than annealed glass when used for glassing has been supported more with reasoning than dedicated comparative research. For example, Coomaraswamy and Shepherd (2003) identified laceration as the main danger posed by glass weaponry. The possibility that toughened glass used as a bludgeon would be equally injurious went unsupported as the researchers could not find a single injury (over a two year period) of a type expected from being clubbed. Therefore, an object that is less likely to shatter is less likely to create serious injury. Despite not comparing toughened glass to annealed glass, Coomaraswamy and Shepherd (2003) make a logical argument (extrapolated from their results) in favour of the introduction of toughened

glass (or plastic) as means of reducing glassing injuries. The basis of their position is that the higher impact resistance of toughened glass compared to annealed glass means it is less likely to shatter into shards and therefore less likely to cause lacerations.

The lack of rigorous research comparing toughened to annealed glass in glassing events can be attributed to a number of factors. These include difficulty in identifying the type of glass used in a glassing event from official records, difficulty accessing those involved in an assault (Coomaraswamy & Shepherd, 2003) and research staff being unable to tell the difference between different types of glass (Forsyth, 2008). Therefore, although toughened glass can be assumed to be less injurious than annealed glass when used as a weapon on the basis of logical deduction, there is no definitive research support for this conclusion. What can be concluded is that glass with higher impact resistance is likely to be safer than glass with lower impact resistance. This is likely to be a good quality toughened glass when compared to an annealed glass or a poor quality toughened glass.

2.9 Plastic

Plastic cups and bottles would appear to have advantages over both annealed and toughened glass in terms of injury reduction. Firstly, plastic is lighter than glass and therefore has less mass to convert into force when used as a weapon. Secondly, plastic does not beak into sharp shards or rubble (Coomaraswamy & Shepherd, 2003).

Forsyth (2008) combined observation and interviews (to assess patron attitudes towards plastic) to examine whether venues using plastic drinking vessels were safer than those venues using glass vessels. The Forsyth (2008) study was conducted after the introduction of a 2006 glassware ban in

Glasgow city-centre venues. Annealed glass was banned after midnight, although venues were allowed to use annealed glass for champagne and wine, with toughened glass allowed for beer and spirits. Despite the ban, some venues continued to use annealed glass as well as toughened glass and plastic. In some venues researchers noted serving staff would pour beverages from annealed containers into annealed glasses (ostensibly toughened containers) to give the illusion of compliance with the ban. Other venues used only plastic.

Forsyth (2008) reported drinking vessel type could not be associated with a reduction in frequency of violence. Violence was most frequently observed in two plastic only venues. However there was less risk of severe injury in venues that served all beverages in plastic. Even some members of the research team reported feeling safer in 'all plastic' venues despite the more frequent violence as the confrontations produced comparatively minor injuries. It was not possible to tell whether toughened or annealed glass was less potentially injurious as it was impossible to ascertain what type of glass had been involved in observed glassings. The argument that banning glass would be ineffective as patrons could still use other objects as weapons (bar stools, pool cues, weaponry brought into the venue) (Winder & Wesson, 2006) was not borne out by Forsyth (2008). Patrons were more likely to try and glass their opponent with a plastic drinking vessel than use other potential weapons. In short, substitution to other weapons was not observed.

In terms of attitude, research by Forsyth (2008) reveals that younger patrons were more favourable towards plastic than older patrons. Older patron objections were based in subjective interpretations of what plastic represents. Plastic was seen as 'cheap', inconsistent with the experience of going to a venue for a drink (as opposed to going on a picnic or a football

game) and was less pleasant to hold than glass. However, even those who preferred glass acknowledged the safety advantage of plastic.

Forsyth (2008) found that patrons employed in other licensed venues to be particularly favourable to plastic. Their attitude was based on the ease with which plastic can be cleaned up, less chance of injury from violence and less chance of accidental injury from general handling of drinking vessels.

Not all types of plastic were well received. Vessels made of polystyrene and polypropylene were seen to split and spill, as well as looking less attractive than either glass or harder plastics. Another downside was that plastic vessels were more likely to be treated as disposable items. This meant venues became noticeably untidy with an increased potential for slip and fall injuries (Forsyth, 2008).

In addition, if previous international experience is any guide, the possibility exists for widespread resistance from venue operators to a blanket ban on glassware (Winder & Wesson, 2006). Objections mentioned by stakeholders opposed to the replacement of glass with plastic have included concerns over the pollution from disposal, shorter product shelf life, cost of manufacture due to rising oil prices, marketplace perception of plastic as downmarket and detracting from the taste of the product (SBPA, 2006; Winder & Wesson, 2006).

One way to limit industry objections could be to target those venues that are most likely to be the scene of violence for a total ban on glass in favour of plastic (Homel & Clark, 1994). This could be expected to be unpopular with venues singled out as 'plastic only' venues as this may stigmatise the venue in the eyes of the public as being unsafe (Forsyth, Cloonan & Barr, 2005). The majority of patrons favour safer venues (Skinner, Moss & Parfitt, 2005). Therefore a venue forced to serve drinks in plastic

could lose business. Given the dominance of mercantile over humanistic concerns seen in some venue operators (Homel & Clark, 1994) it is possible that losing business could motivate operators of unsafe venues to take corrective steps. However, as noted by Homel and Clark (1994), problem patrons may also choose to drink in unrestricted venues resulting in a displacement effect rather than a preventative effect.

Furthermore, venue owners and operators perceiving themselves to be unfairly punished, coupled with possible financial loss, may display limited cooperation with such an initiative in behavioural terms (Forsyth, 2008; Thomson & Parry, 2006). This perception would be contrary to an ideal of a cooperative partnership between venue operators and regulators (Mallick & Banfield, 2007). This concern may need to be balanced against the potential for harm reduction that can be achieved through adoption of context specific environmental controls (Bellis & Hughes, 2008) and the possibility that some venues may not respond to anything other than enforcement (Mallick & Banfield, 2007).

A possible balance between the complete ban and inaction could be to change from glass to plastic at a specified time of night such as 9 p.m., which marks the period where assaults begin to increase (Briscoe & Donnelly, 2003). Changing from glass to plastic at the correct time could be achieved by replacing dirty glasses with plastic as empty dirty glasses are collected for normal cleaning. If this is done in all venues then there will be no venues 'singled out' as dangerous thereby avoiding financial loss in a specific venue and diffusion of problem patrons to 'all glass venues'.

2.10 Summary: Glass based strategies

Injuries consistent with glassing in licensed venues are frequently observed in hospital emergency departments. The true frequency of glassing is likely to be much higher than can be ascertained from official incident reports. The most frequent type of injury is severe facial laceration. Logic suggests toughened glass should be safer than annealed glass due to higher impact resistance and because it does not break into knife like shards. The available research, based on occupational handling injuries amongst bar staff, tends to support this line of reasoning. However, poor quality toughened glass can also be dangerous. Furthermore there is no data available that directly addresses whether annealed glass or toughened glass is more injurious when used as a weapon. Plastic drinking vessels are less injurious than either type of glass despite having no effect on the frequency of attempted glassing assaults in licensed venues. Older patrons have a more negative attitude towards plastic than younger patrons but can appreciate the safety advantage of plastic.

2.11 Conclusion

Existing literature indicates that the relationship between aggression, violence and alcohol consumption is more complicated than a simple positive linear relationship between volume of alcohol consumed and the level of violence or aggression. A number of factors intrinsic to individual patrons, social variables and the physical environment within venues interact to increase or decrease the likelihood of assault. Venues can control the social and physical context in which they conduct their business, and thereby lessen the likelihood of on-premises violence. There is a limited pool of research that has examined the efficacy of changing the type of drinking vessel as a means of lessening injury from glassing assaults. The assumption that removing

annealed glass from venues will increase safety has been made more with logic than with a firm research evidence base. The influence and impact of employing rapid removal of empty glasses is also under researched. Research comparing toughened glass to annealed glass indicates that glass with higher impact resistance is safer and this is likely to be toughened glass of a certain level of quality. The use of plastic drinking vessels does not reduce the frequency of attempted glassings, but does reduce injuries from these attempts.

3. Research Method

This chapter describes the various research procedures utilized in the current project.

3.1 Sample: Incident reports

Thirty-four reports of glassing incidents that occurred in Gold Coast venues between October 2007 and February 2009 were examined to identify features that potentially describe typical glassing events. Raw data was in the form of text. One report was provided by a firm responsible for providing security in a venue. Two reports were drawn from newspapers. Sixteen reports were sourced from the Gold Coast Liquor Licensing Division and 15 were supplied by the Queensland Police Service.

3.2 Procedure: Incident reports

When the same incident was described by both the liquor licensing division and the police, information from the police report was used as the primary source. When an incident was described by newspapers and a government agency primacy was given to the information provided by the government agency.

The raw data was recoded into category based numerical values representing the contextual features surrounding each individual event. This recoded data was entered into SPSS (version 15) to provide frequency counts.

The variables were venue type [1] ('tavern', 'hotel', 'nightclub', 'casino' or 'other'), day (Sunday-Saturday), time category (locating the time the offence was committed within a three hour block), offender identified ('yes' or 'no'), victim identified ('yes' or 'no'), gender of the victim ('unknown', 'female' or 'male'), gender of the offender ('unknown', 'female' or 'male'), known to each other (did offender and victim know each other; 'assumed no' or 'yes'), reason for glassing ('unprovoked', objection to another patrons behaviour', 'accidental/minor contact', 'argument' and 'boyfriend/girlfriend related') and holding or picked up (did offender use a glass they already holding or did they make the effort pick up a glass; 'holding glass' or 'picked up glass'. This variable has a bearing on the possible efficacy of rapid removal of empty glasses as a means of stopping glassing. Logically, if a glass that is being held (possibly still being drunk from) is used as a weapon then it is unlikely that removing empty glasses would be effective as the only strategy for preventing glassing. Employment status of the offender (yes/no), employment status of the victim (yes/no) and whether the weapon was a drinking glass or bottle is also recorded.

In addition to these categorical variables were three non-categorical variables. These were 'number of offenders glass' (how many people were reported to wield a glass in a single event), 'number of victims glass' (number of victims glassed in a single event), 'number of people involved in the incident' (total number of people involved in the incident regardless of direct involvement in the glassing itself).

1 Note that assignment of venues to either the 'tavern' or 'hotel' categories was based on venue self-identification as indicated by the public trading name of the establishment. Although from a licensing perspective both venues are the same, separate results are reported for both venue types. In-text reference to either 'taverns' or 'hotels' relates only to that venue type.

3.3 Interviews: Sample

Licensees or employees with managerial responsibility from each of the 34 Gold Coast venues mentioned in the incident reports were approached to be interviewed. One operations manager for a security company that looks after security for a number of venues across the Gold Coast also volunteered to be interviewed. Potential participants were approached directly at meetings of stakeholder groups, electronically through email, and telephone calls. The final sample consists of 17 interviews (representing 11 different venues), four of which were received electronically as written responses to the items (included in the interests of sample size) and the remaining 13 conducted face-to-face at the venue. There were 16 male participants and 1 female participant. Venue tender ranged from three months to 15 years (mean venue tenure = 6 years). Role tenure ranged from four months to 15 years (mean role tenure = 2 years). All participants had some managerial responsibility in their respective venues. The majority (n = 9) had overall responsibility for the daily operations of the venue. Three managers had responsibilities that encompassed safety and security as well as specific additional tasks. One manager was charged with RSA training and general operations of bar and food service in a large venue, one manager was responsible for running food and beverage preparation and service as well as promotions and negotiating with suppliers. One participant's primary role was to ensure that a group of hotels was conducting business in a manner that met all legislative requirements. One participant (operations manger for a security company) was responsible for training, staff rostering, developing procedures appropriate for different types of venues and addressing concerns raised by venues. Twelve participants were from venues where a glassing had occurred and four participants said there had never been a glassing in their venue (these four participants submitted handwritten responses to the

interview questionnaire). Ten participants had personally witnessed a glassing (not necessarily in their current venue), four had viewed CCTV footage of glassings in their current venue and three had never seen a glassing.

3.4 Interviews: Materials

The semi-structured interview was developed specifically for the project. The interview was structured in that each respondent was asked the same core set of 34 questions. Items were open ended. Open ended questions were considered appropriate given the exploratory nature of the research and specialised nature of the topic (Gubrium & Holstein, 2002). No constraints were placed on participant responses, although questions 26-29 explicitly referred to the three environmental controls of central interest to the research. In broad terms, item content was intended to capture participant perception of the social context immediately preceding an assault, their attitudes towards the three proposed strategies and for extra information that it may be useful for decision making purposes.

The first four questions were focused on the work history of the participant. For example "How long have you been working for this venue?" These questions were intended to help the participant feel more comfortable with being questioned while still providing descriptive information. Questions five to 11 were intended to elicit information about non-glassing assaults in the participant's venue. Questions examined the frequency of assault, frequency of weapon use, whether a specific type of person committed an assault and does a typical assault scenario exist. Questions 12-18 were concerned with glassing assaults. Items enquired into the possibility of a difference in circumstances between glassing and non-glassing assaults, difference between people who glass and those who don't, whether there is

something unique about the Gold Coast area that may contribute to the more frequent occurrence of glassing compared to other locations and whether glassing is actually a big enough problem to justify corrective action. Questions 19-29 concentrated on the participant's attitude towards plastic, toughened glass and rapid removal of empty glasses in terms of effectiveness at preventing injury, perceived popularity with patrons and venues of each option and whether a change over from normal glass to any of these options would be preferable to a complete glass ban. Items 30-33 asked for information that they, as industry stakeholders, may possess that related to the field context for industry reform. For example, "What factors do you think authorities should take into consideration when specifying which strategy will be adopted". Item 34 asked interviewees if they agreed to staff being surveyed.

3.5 Interviews: Procedure

Participation was solicited at meetings of the Gold Coast Liquor Industry Consultative Association (LICA) and the Surfers Paradise Licensed Venues Association (SPLVA). Both LICA and SPLVA agreed to disseminate the interview schedule via their internal email lists to members not present at the meetings. Potential participants were also approached through post and telephone. The location of face-to-face interviews was the venue. Interviews were recorded on a digital audio recorder. The digital recorder was placed in view of the participant who was informed of when the device was going to be turned on and turned off. The digital recordings were transcribed into text. The text was then examined for the frequency with which thematically aligned responses emerged from the raw text. Problems with the digital recorder necessitated the use of interviewer notes for one participant.

The interview was conducted in a standardised but conversational style. In practice this meant that questions were asked in the order in which they were written though the wording may be paraphrased. The interviewer did not restrict himself to only the scripted questions. The script would be deviated from if it was thought that the interviewee had more information than would be elicited by the preset questions or if the interviewees original answer did not appear to address the question as originally asked. On rare occasions the interviewer would supply information based on research regarding the supposed properties of glass or plastic or the number of glassings on the Gold Coast. This was done in response to questions by the interviewee or if it was judged that this would elicit more information from the interviewee.

Although a deviation from strict standardisation, this practice was considered appropriate given the exploratory nature of the research and the importance of building a rapport between interviewer and interviewee (Johnson & Weller, 2002). The need to quickly establish rapport was necessitated by a latent level of (understandable) distrust that characterised participants throughout the conduct of the research. Further, there is little research based evidence to suggest that the validity of responses suffers from this approach relative to following a strict script while it may lower the amount of social desirability in interviewee responses (Schaffer & Maynard, 2002).

3.6 Survey: Participants

The survey was administered in hard copy form to (N = 250) licensees/management and employees of Gold Coast venues. Conrad Jupiters Casino received the bulk of these (n = 230). LICA, SPLVA their electronic

mailing lists and the Queensland Hoteliers Association (QHA) agreed to disseminate the survey electronically while also encouraging participation by their membership through the QHA newsletter. Individual venues agreed to print out electronic copies of the survey for presentation to employees at staff meetings. However, despite the full cooperation by Conrad Jupiters, LICA and SPLVA the final sample size was only N = 23. This was considered insufficient for drawing valid representative statistical conclusions. Therefore the survey results were not analysed. In the interests of providing a comprehensiveness description of the project, the instrument is described below (and included in the appendix). The reason for the low response rate is likely to be due to venue staff participation being voluntary.

3.7 Survey: Materials

The 120 item survey was developed specifically for the project. As a consequence the psychometric properties of the survey are unknown. Item content was developed with regard to variables found to be relevant in previous academic research and the police incident reports made available to the project. Items represented a mix of categorical, rank order and Likert type scales. All Likert response sets were rated on a range from one (representing the lowest level of endorsement or likelihood) and seven (representing the highest level of endorsement or likelihood).

The survey was divided into three sections. The first section (items one to 39) asked for participant perception of the Licensed Venue environment during times when assaults most typically occurred. Item content was guided by previous academic research and police incident reports. Thematically, items in section one address patron transience, amenity of the venue, operational staffing issues , tolerance for different patron behaviours,

Licensed Venue management of patron intoxication and aggression within the venue (by patron and staff).

The second section was focused on assault. Non-glassing and glassing assaults were addressed through the use of equivalent questions. Items 40-91 addressed frequency and time of assaults, the location within the venue where assaults were most likely to occur, personal exposure to assault, likelihood of weapon use, perceived patron acceptance of weapon use, likelihood of assault and weapon use as determined by the gender of those involved in the altercation, likelihood of weapon use following in response to different provocations and the connection between intoxication level, involvement in an assault and weapon use in the assault. Items 92-99b addressed perceived patron attitude towards use of toughened glass, rapid removal of empties, the use of plastic drinking vessels or a combination of strategies. Items 100-105b asked for the participants' personal attitude towards the use of toughened glass, rapid removal of empties, the use of plastic drinking vessels or a combination of strategies.

The third section asked participants for personal demographic information. The requested information included employer name, participant sex, age, tenure in venue and industry, employment status, primary role and training type and perceived efficacy of the training.

4. Chapter 4: Results

This chapter presents the results from this research. It includes research findings emerging from various aspects of the project.

4.1 Incident Reports

Results are raw frequency counts of themes identified through textual analysis. No tests for statistical significance of differences or correlations were performed due to small cell sizes.

4.2 Gender

There were seven incidents where the gender of the offender could not be conclusively identified from information in the source material. Within these seven cases there were two female victims and three male victims. It was not possible to report gender of the victim on three occasions, three of these assaults by unknown perpetrators occurred in taverns, one in a night club and one in a community/sports club.

There were 17 glassing assaults (see Figure 1) committed by males and a total of 22 male victims. A male glassed another male on 16 occasions. There were no female victims of male offenders. Seven assaults committed by males occurred in taverns, five in nightclubs, two in casinos and one each in restaurant, hotel, or community/sports club categories.

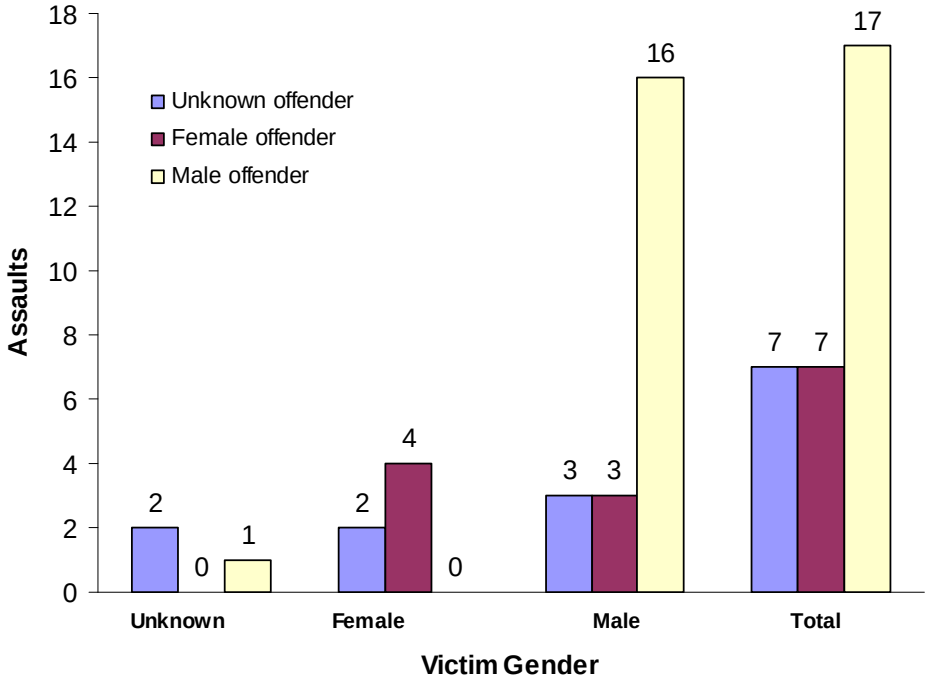

Figure 1. Victim gender by offender gender

Of the seven glassing assaults committed by females, males were the victims on three occasions with female victims on four occasions. Three female perpetrated assaults occurred in taverns, two in restaurants, one in a hotel and one in a casino.

These figures suggest that males are more likely to resort to glassing (only against other males) than females. Male perpetrated glassing assaults are most likely to occur in a tavern. Females, while less likely to glass, are slightly more likely to assault a female than a male. Female perpetrated assaults are also most likely to occur in taverns. Taverns are the most dangerous venue type for either males or females.

4.3 Venue type

Glassing was most prevalent in taverns (see Figure 2) with 41.2% (n= 14) of all events occurring in this venue type. Three taverns were the site of two separate incidents. Each other tavern in this sample reported one

glassing. Nightclubs were the next most common site with 20.6% (n = 7) of all events. One nightclub was the site of four separate assaults. Each other nightclub in the sample reported a single glassing. Three assaults (8.6%) occurred in bars within a casino. Four incidents (11.8%) occurred in hotels, four in restaurants and two (5.9%) in community/sports clubs.

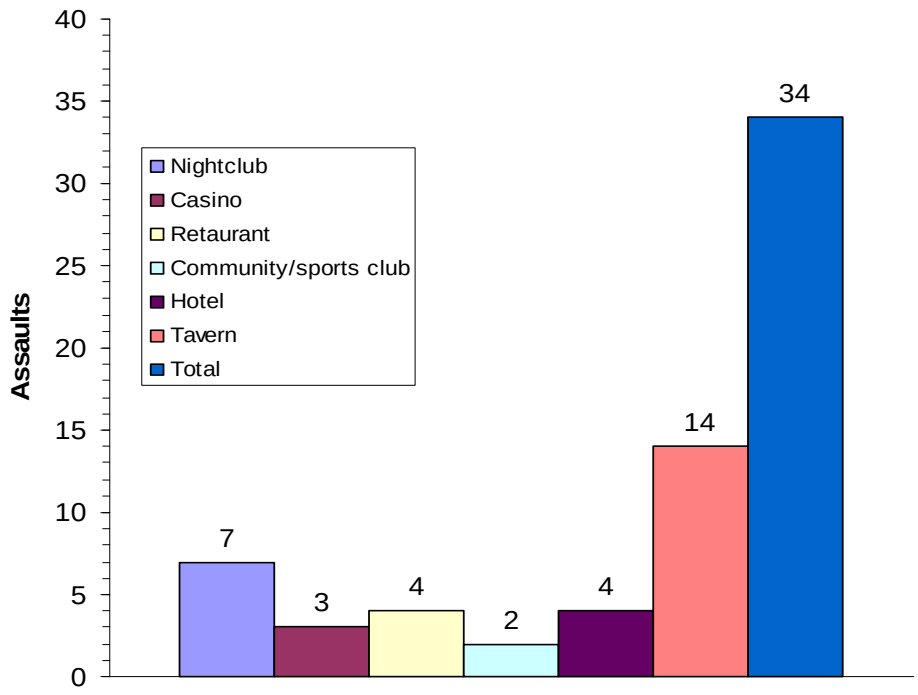

Figure 2. Assaults by venue type

These figures suggest a glassing is more likely in taverns than other venue types with nightclubs the next most likely site for glassing. The majority of venues reported a single glassing event. The maximum number of events in any single venue was a nightclub with four separate incidents.

4.4 Day, time and venue type

Glassing was most likely to occur on Sundays (n = 13, 38.2%) or Saturdays (n = 8, 23.5%) (see Figure 3). There were five events on Monday,

three incidents on Wednesday and Friday with the remaining two events occurring on Tuesday.

The majority of offences (n = 16, 47.1%) occurred in the early morning hours between 12.01 a.m. - 3.00 a.m. Seven (20.6%) events occurred between 6.01 p.m. – 9.00 p.m., five (14.7%) between 9.01 p.m. – 12.00 p.m., four (11.8%) between 3.01 p.m. - 6.00 p.m. One event was recorded between 3.01 a.m. - 6.00 a.m. and one other event in the 12.01 p.m. – 3.00 p.m. bracket. No glassings were recorded between 6.01 a.m. – 12.00 p.m. When day and time data were cross-tabulated early Sunday morning (between 12.01 a.m. - 3.00 a.m.) was found to be when most glassing took place (n = 7, 30.4%).

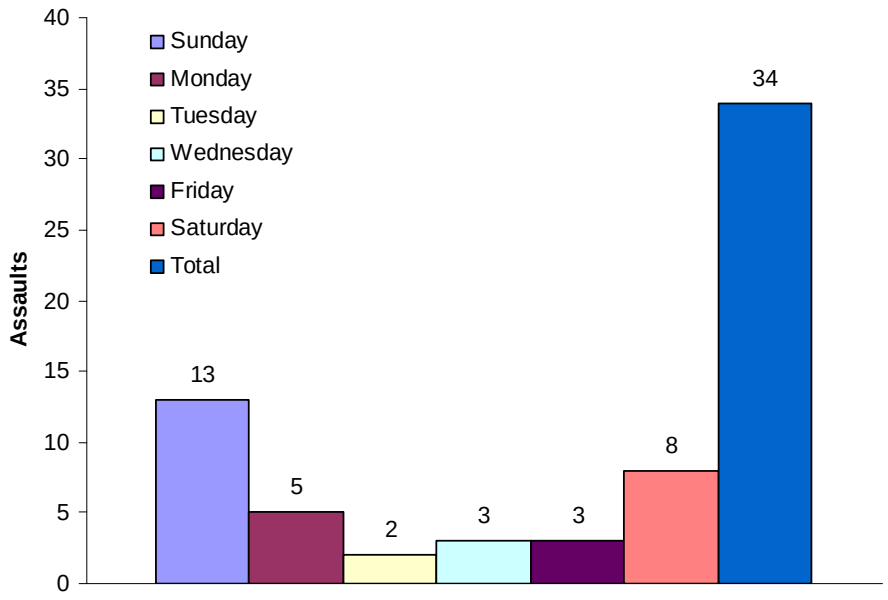

Figure 3. **Day of offence**

The possibility that different venue types might be more or less likely to be the scene of a glassing event at different times was explored via cross-tabulation of venue type and time category data (see Figure 4). Of the 14 events reported in taverns, five occurred between 12.01 a.m. - 3.00 a.m. One occurred between 12.01 p.m. – 3.00 p.m., two between 3.01 p.m. – 6.00 p.m., three between 6.01 p.m. – 9.00 p.m. and three between 9.01 p.m. – 12.00 p.m.

In nightclubs six out of seven assaults took place between 12.01 a.m. - 3.00 a.m. with one event between 3.01 a.m. - 6.00 a.m. In casinos two incidents took place between 12.01 a.m. - 3.00 a.m. and one event occurred between 9.01 p.m. – 12.00 p.m. Two of the four incidents in restaurants occurred between 12.01 a.m. - 3.00 a.m. and two between 6.01 p.m. – 9.00 p.m. Of the four assaults in hotels one took place between 12.01 a.m. - 3.00 a.m., two between 6.01 p.m. – 9.00 p.m. and one between 9.01 p.m. – 12.00 p.m. Both assaults in community/sports clubs happened between 3.01 p.m. – 6.00 p.m.

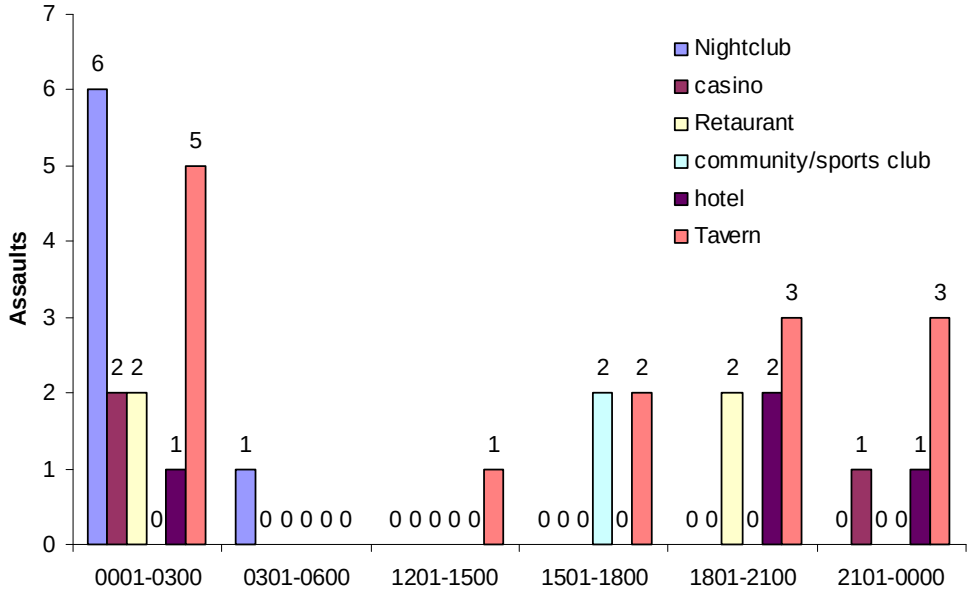

Figure 4. **Time by venue type**

Day, time category and venue type were combined (see Figure 5) to examine where and when glassing was most likely. The most notable statistics are that taverns (3 assaults) and nightclubs (4 assaults) between 12.01 a.m. - 3.00 a.m. on Sunday morning were most likely to be the scene of a glassing. Two out of the three casino glassings also occurred in this day/time period. Both of the incidents in community/sports clubs took place on a Sunday between 3.01 p.m. - 6.00 p.m. These figures suggest that while taverns are more likely to be the site of a glassing across the week, nightclubs are almost

as likely to be the site of a glassing during the peak assault period of early Sunday morning.

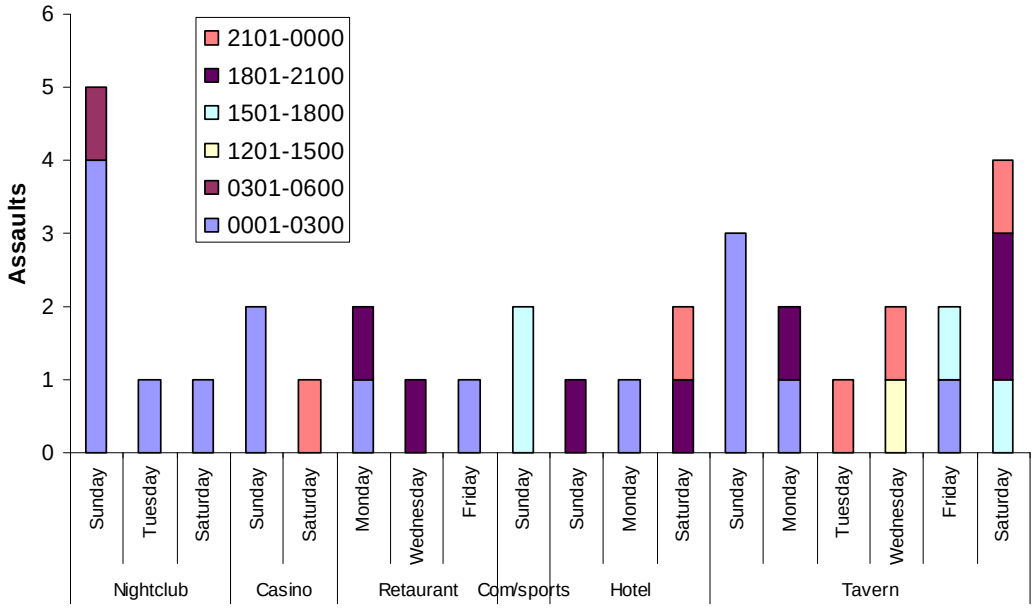

Figure 5. Venue type by day and time of assault

4.5 Assault characteristics

In the majority of events (n = 25, 80.6%) no active involvement by patrons other than the protagonist and the victim was recorded to have involvement in the incident. On three occasions there were three patrons involved, on two occasions four people were involved and on one occasion five female patrons were involved in a general melee. In all reported incidents the glassing involved one person glassing one other person even though others may have been involved in the event. In 25 (80.6%) (out of the 31 assaults where an accurate inference can be made) assaults the protagonists did not know each other while in six (19.4%) cases the offender and victim did know each other.

It was possible to infer a reason for the assault in 28 cases. The majority of assaults (n = 15, 53.6%) followed an argument. In three of these specific incidents the victim was an employee of the venue. The next most common

precursor to a glassing (n = 6, 21.4%) was an objection made by the victim to the offender about some aspect of the offenders behaviour. In one of these cases the victim was employed by the venue while attempting to remove the patron for objectionable behaviour. Three victims (10.7%) were glassed after accidental/minor contact. There were two instances of unprovoked attack (7.1%) and two instances arising from boyfriend/girlfriend issues (7.1%).

Assaults by males (see Figure 6) were most likely following a verbal argument (n = 8, 50%) or after one patron has objected to behaviour displayed by the assailant (n = 4, 25%). Two assaults (12.5%) by males were unprovoked and two (12.5%) followed accidental/minor contact. There were no unprovoked assaults recorded for female offenders. Four (57.1%) assaults committed by females followed an argument with one assault in each of the other 'reason' categories. In the 'unknown' offender gender category three (60%) followed an argument, one (20%) was in response to an objection to behaviour and one (20%) was in the boyfriend/girlfriend category.

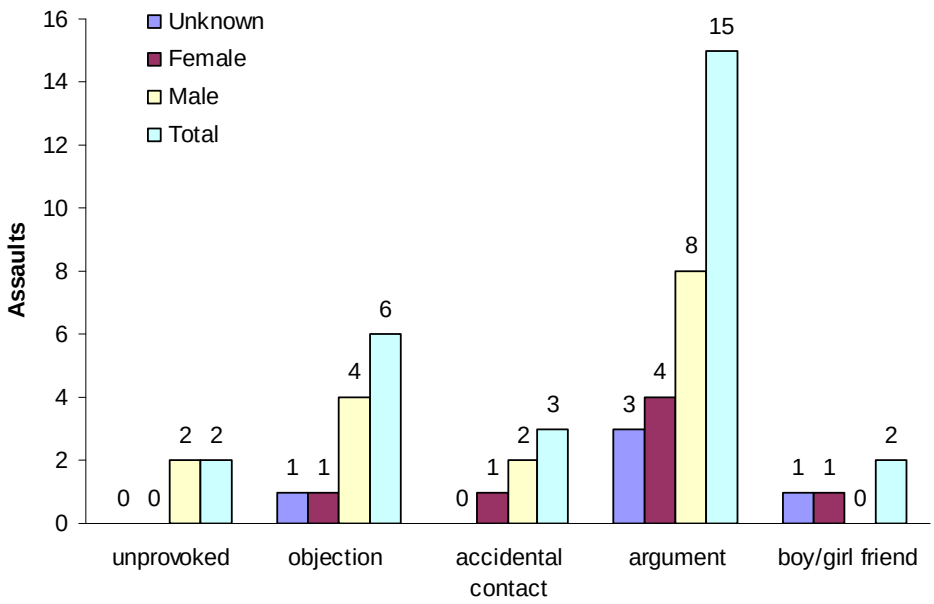

Figure 6. Reason for glassing by victim gender

It was only possible to infer whether the offender picked up an empty glass or used a glass they were already holding in 22 cases. Most offenders (n = 14, 63.6%) used a glass they were already holding. In eight cases (36.4%) it appears the offender picked up the vessel subsequently to be used as a weapon. From the 24 incidents where the type of weapon was specified it can be seen that the majority of assaults involved the use of a drinking glass (n= 21, 87.5%) while a bottle was used in three (12.5%) assaults.

4.6 Summary: Incident reports

These figures indicate that most assaults occur in the early hours of Sunday morning. Throughout the course of a week a tavern is more likely to be the site of a glassing than other venue types. However, during the peak time for assaults (between midnight and 3 a.m. on Sunday) glassing is as likely to be in a night club as a tavern. Although females do commit glassing, the majority of incidents involve one male glassing one other male. Females will glass either a male or another female. Typically, those involved do not know each other. The majority of assaults are between patrons. There is usually an argument prior to a glassing assault. The assailant is more likely to use a drinking glass than a bottle and is more likely to use a glass they are already holding.

4.7 Interview Data: Non-glassing Assaults

Transcriptions of interviews were examined for themes. Themes are reported as frequency counts. No tests for statistically significant differences or association were conducted due to small sample size and the non-independence of observations.

4.8 Common or uncommon

Overall non-glassing assaults are considered to be an uncommon occurrence (n = 13) (see Figure 7). Four participants believed assaults were common. It should be noted that the term 'assault' does not necessarily refer to the infliction of serious injury or even to a protracted exchange of physical blows. When a participant believes non-glassing assaults are common they are most likely referring to pushing and shoving. An illustrative comment is provided by the head of the security department from a large venue attracting a demographically diverse patronage.

> "Nine times out of ten it doesn't go for more than 20-30 seconds, if that. It wouldn't be even that, 15 seconds, before they are pulled apart by their friends, bar staff or security."

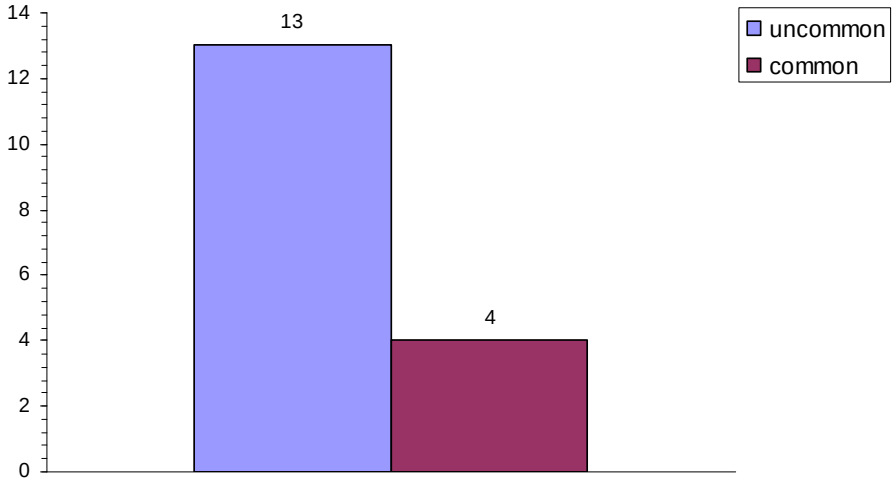

Figure 7. Non-glassing assaults: Common or uncommon

Another participant, although saying assaults were common, contextualised this answer with reference to the number of patrons that visit this particular venue. The relevant portions of this exchange are as follows.

> Participant: "We probably have on average five, six, to seven incidents per week when people get involved in aggravation with each

other, sometimes that ends up being physical. Other times it is just verbal abuse. So from that perspective, yes *(it is common).* I think though that when you take into context our numbers that is not a terrible number"

Interviewer: "Considering how many people you get per week?"

Participant: "We get through on a weekly basis, we probably do about 13, 000 per day".

4.9 Time period for assaults

The general response when asked when assaults were most likely to occur 'is whenever the venue is busiest'. Eleven participants (see Figure 8) did not nominate a day (although seven of these did nominate time periods). Two of these participants did not feel qualified to assign a day as they felt assault was too unusual to provide a response. Other participants qualified their non-supply of a day with statements such as "No, no. Just whenever you've got a certain fleabag in your hotel, then that's when it is going to happen", "If patrons are allowed to get unruly".

Of the six participants that did specify a day or days, four nominated Friday and Saturday, with three of these also nominating Sunday. The fourth nominated Tuesday in addition to Friday and Saturday. One participant nominated Sunday and the last nominated Thursday and Friday.

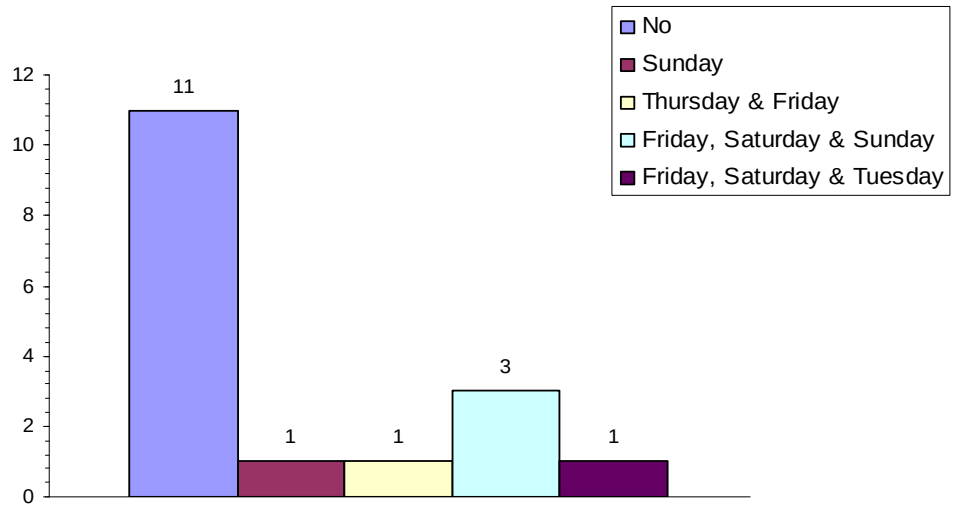

Figure 8. Non-glassing assaults: Day

In terms of times for assaults (see Figure 9), they most frequently occur between 9.01 p.m. and 3.00 a.m. (n = 6). One participant nominated times that fell in the 3.01 a.m. to 6.00a.m. category in addition to the 9.01 p.m.-3.00a.m. time period. Two participants nominated times that fell within the 6.01 p.m. to 12.00 a.m. period. One participant nominated 6.01 p.m. to 9.00 p.m. Four participants did not believe there was a specific time. The security company operations manager was amongst this group. He qualified his answer by mentioning that while there is no specific time at a broad level, there can be specific times when assaults are most likely to occur in different venue types depending on the mix of clientele in different geographical areas. When asked about specific times he replied:

> "There is in specific areas, like in Surfers, from 11.00 to 3.00 a.m. That's when we look at anything physical happening. *(name deleted)* Tavern for instance there we can go anywhere from 9.00 p.m. on a Thursday, being a uni night, from sort of 9.00 *(p.m)* – 12.00 *(a.m)*. The other taverns, it's just whenever the uni students hit, if you just mean locals,

and that's when the problems start. It can be 10.00 p.m. at night when the uni students hit, that's when the problems start with the locals, so a territorial thing."

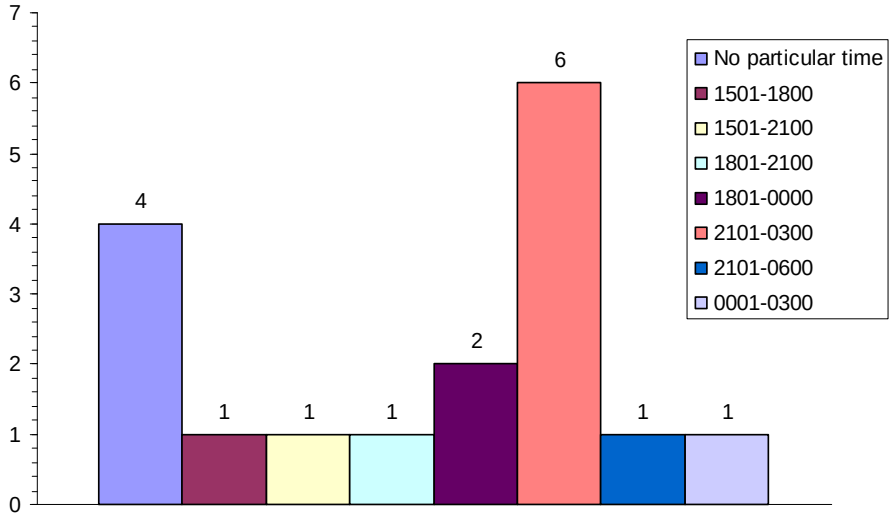

Figure 9. Assaults: Time

When day and time are considered together (see Figure 10) the two most frequent responses indicate that there is no specific time or day (n = 4) or that there is no specific day but 9.01 p.m. – 3.00 a.m. is the most likely time period for a non-glassing assault (n = 4).

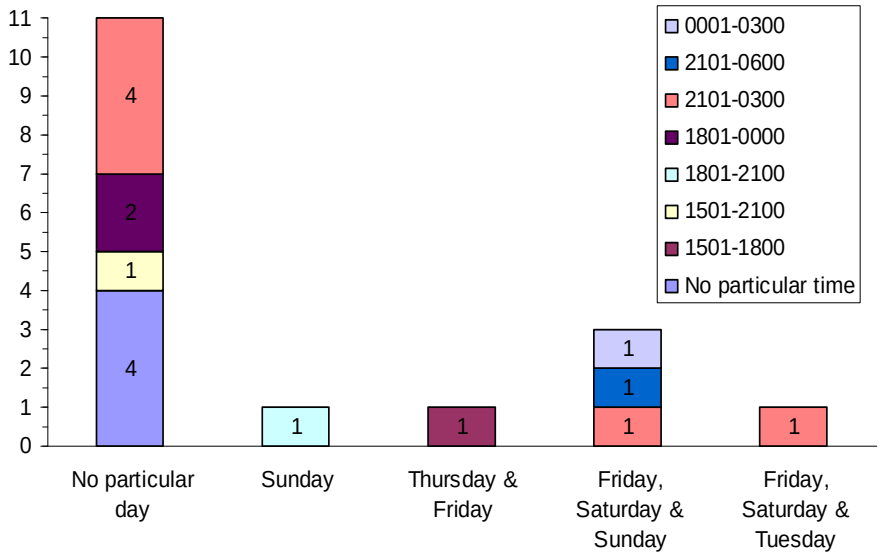

Figure 10. Assaults: Day by time

Of the six participants who provided both day and time the most common days for assaults is Friday, Saturday and Sunday. One of these participants nominated 9.01 p.m. – 3.00 a.m., one participant nominating 9.01 p.m. – 6.00 a.m. and one nominating 12.01 a.m. to 3.00 a.m. The participant that nominated Tuesday nights (in addition to Saturday and Sunday) specified 9.01 p.m. - 3.00 a.m. as the danger period, referring to this venues regularly holding "…what we call an industry night which is again very busy with a younger crowd…". One participant nominated Sunday between 6.01 p.m. to 9.00 p.m. One participant reported Thursday and Friday between 3.01 p.m. to 6.00 p.m.

The pattern of responses indicates that assaults can occur on any day at any time. When day and time are specified an assault is most likely to occur on a weekend between 9.01 p.m. – 3.00 am.

4.10 Characteristics of non-glassing assault: Typical cause

Twelve participants mentioned multiple causes of assaults that are often present in the same incident. Each element of the incident has been

recorded separately in this section. The most frequently mentioned reasons for non-glassing assaults (see Figure 11) were males responding to another males attention to a female partner (n = 9), accidental contact between patrons (n = 7) and arguments between patrons that escalate beyond a verbal exchange (n = 6). For example:

> "Yeah, most the time its simple things. It's either a guy's bumped into another guy standing at the bar and spilt his drink and an argument ensues from that. Or most often it is actually involving a female. Like someone said something to someone else's girlfriend or they have looked their girlfriend, on even worse incidences someone's grabbed and physically assault someone else's girlfriend."

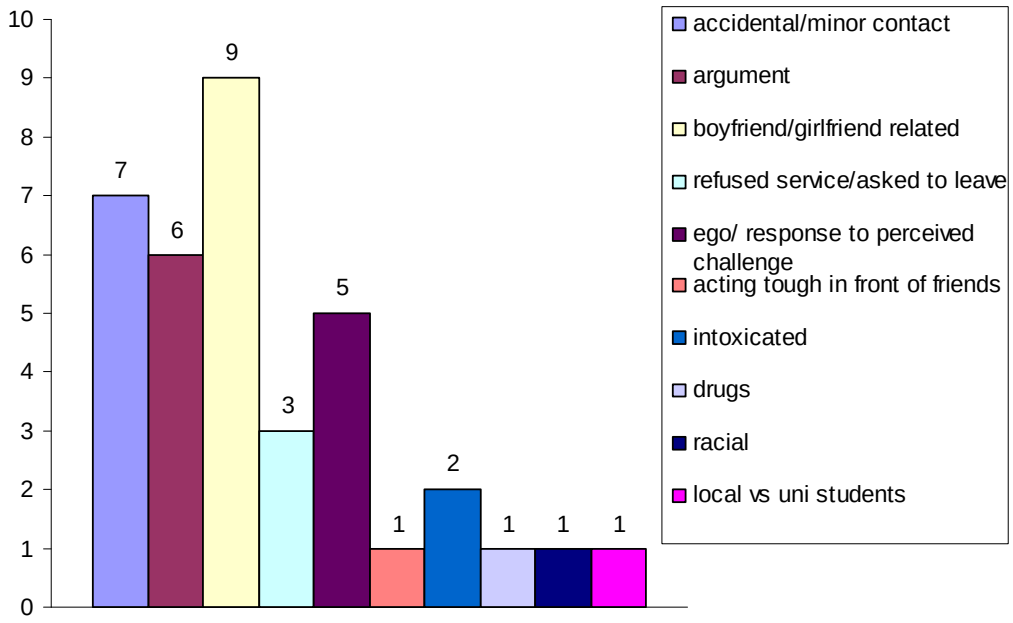

Figure 11. Non-glassing assaults: Typical cause

A similar statement was made by a participant who has had exposure to assaults in venues whilst employed as a police officer and whose current role allows familiarity with what is happening in a number of venues.

> "Yeah it will either be because you've got people who come here all the time and they have bought *(brought)* some personal grievance amongst themselves to the venue. So one person might not like another person, both groups of people are in there are getting involved in some sort of altercation or it's evolves around the misinterpretation of a persons comment about a women *(woman)* or approaching someone else's girlfriend or someone spills a drink. Very basic."

The next most frequently cited reasons (n = 5) could be classified as referring to ego where patrons respond aggressively to a perceived challenge. For example:

> "You know it could be a guy sitting there looking at another bloke, might be even looking straight through him or something you know and he takes an exception to it."

Refusal of service was mentioned three times as a reason for patron-security staff altercations. Intoxication was mentioned once as were drugs (in conjunction with alcohol). One participant mentioned another cause that could also be classified as 'ego' related. This is "trying to act tough in front of friends". Race was mentioned once with reference to New Zealanders versus Australians. Clashes between university students and locals (referred to as 'territorial' disputes by the participant) were mentioned once.

It may be possible to attribute the infrequent reference to alcohol as a self-serving bias. A large portion of venue income is derived from serving alcohol and employees need their employers to be successful if they are to stay employed. However, it is also possible that a human element does interact with the intoxication element. The three quotes presented below indicate the inherent complexity in the relationship between alcohol consumption and aggression within venues.

The first quote was provided by a participant who attributed some altercations to intoxication, although refusal of service was observed (by the participant) to be the most common precursor.

> "Usually it is intoxication and removal from the premises and so on. These are the typical ones and then altercations within the venue. Usually we prevent those before they occur. But the most typical one would be where we ask people to leave the premises."

The second quote also refers to refusal of service as a precursor but downplays the role of intoxication.

> "We are in excess of what the Liquor Licensing things are and you know a lot of the times its not about people being intoxicated when we ask them to leave, its about their behaviour. Whether they are acting aggressively or being a pest, or trying to chat up some guy's girlfriend or something like that. It's more along those lines that we are asking people to leave than intoxications. Sure, if someone is getting intoxicated we ask them to leave too, but we do monitor it fairly heavily, you know that is one of the things that came up at Liquor Licensing that we are not monitoring our patrons, well I'm not really sure that we can monitor our patrons anymore than what we already are."

The following quote, while arguing for a dominance of personal traits over alcohol intake, could also be considered contradictory. The apparent contradiction lies in her belief that monitoring intoxication levels and RSA training contribute to her never witnessing an assault in her current employer's venue.

"I don't think assaults are alcohol based. I am a very big believer, because I come from a very strong liquor and gaming background, where I sat on a precinct committee for a liquor and gaming board and I am a big believer, and it's not the alcohol, it's the individual. I think people get blamed, people blame what they do on their drinking, well I am very sorry but I have seen someone have two drinks, knock into someone and then punch them for doing it. You can't pick a person who is basically nuts. Yes alcohol can make them a bit worse but you know we do our best that no one gets too much alcohol so this doesn't happen. I mean I haven't really had a big incident because I spend a lot of my time in my outlets making sure we don't have anyone unduly intoxicated in our premises. So we don't have a high rate of problems and it's for that reason and our covert security and security presence. The staff are on RSA. If they feel that someone's getting close they bring it to our attention. We make sure that people late at night get given water, we try to limit any possibility of anything going wrong on a shift."

4.11 Problematic patron 'type'

In response to being asked what type of person is most likely to get involved in non-glassing assaults multiple factors were mentioned by 13 participants. Each factor has been counted as a unique response. 'Young males' were most frequently cited (see Figure 12) as the most likely to get involved (n = 14). Five of these participants specified young males from a blue collar or lower socio-economic background (lower SES background was mentioned six times in total). One of these five implicated the presence of friends being a predictor, even if only one person is involved in the actual altercation. He said "It's generally young males, only when they are in a

group. We rarely have one guy that will stand alone. It's always "I'll throw a punch when I've got five mates behind me."

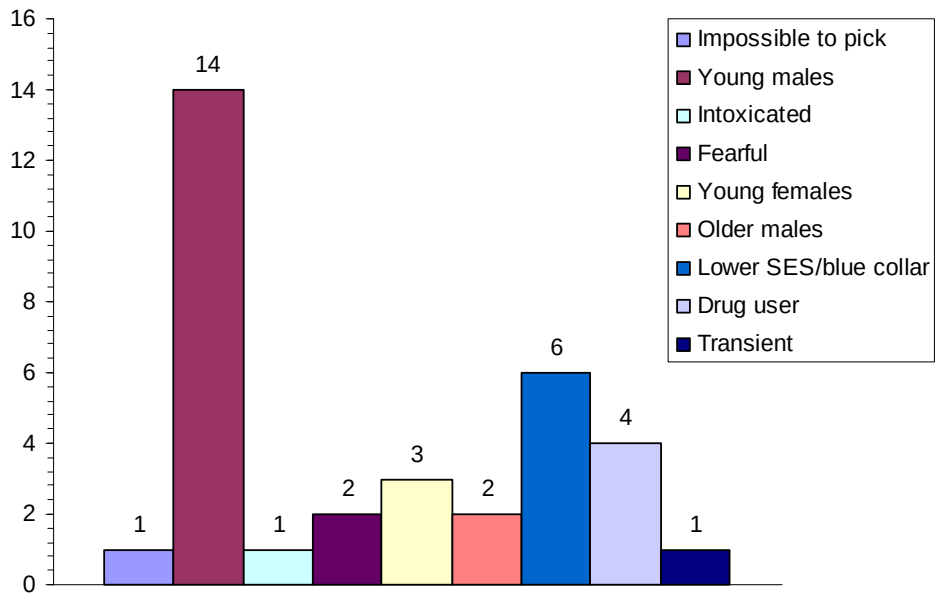

Figure 12. Non-glassing assaults: Problematic patron 'type'

While the prevalence of young males is clearly evident as the most frequently problematic patron type, some participants provided statements suggesting that other groups can also be troublesome. For example:

> "I mean from a typical point of view of course there is every demographic going. We have everything from young females to older females to older people in their fifties plus that get involved. But generally speaking when you look at the actual statistics it tends to be younger males. So males that are in their twenties and yeah that tends to be who the actual offenders mainly are."

'Drug users' were mentioned four times, with one of these four participants mentioning drug use together with being intoxicated. This participant was the only person to refer to alcohol consumption. Three participants mentioned young females in addition to young males, older males were mentioned twice (in conjunction with younger males) and trait descriptors 'fearful/defensive' were referenced twice. One participant stated "…it could be anybody", meaning it is impossible to pick a person who will cause problems in their venue.

One participant explicitly mentioned 'transients', referring to visitors to the Gold Coast. The frequency of 'transient' as a person-type predictor of assault in Gold Coast venues may be higher than indicated by the present set of responses. The reason is that the most frequently cited explanation for a higher rate of glassing on the Gold Coast compared to other areas (such as Brisbane) was the 'transient population' (n = 7). However, when one participant (head of the security department in a very large, very busy venue) was directly asked whether locals or transients were most likely to be involved the response was:

> "We are trying to actually get a handle on that and it's very difficult to get it. We do ask whether the person is a local or a visitor. But it's a mixture of both."

4.12 Non-glass weapon use

Weapon use appears to be very unusual in Gold Coast venues (see Figure 13). The majority of participants (n = 11) said that weapons were never used. Five participants said that weapon use was very unusual but if a patron was going to use a weapon it would be whatever was convenient. One participant could recall a chair being used once in his 4.5 year time at the venue. When probed further, using knives as an example weapon, no

participant could recall anyone pulling a knife either on another patron or on a member of staff. A statement illustrating the typical experience of participants is presented below.

> "Basically, we have a pool room and occasionally we have had brawls in the pool room where obviously you've got weapons such as the pool balls and a stick and that's happened once or twice in the years I've been here. They have ready made weapons and don't use them. That leads me to believe most people want the altercation to be non-weapons if that is a proper way to describe it."

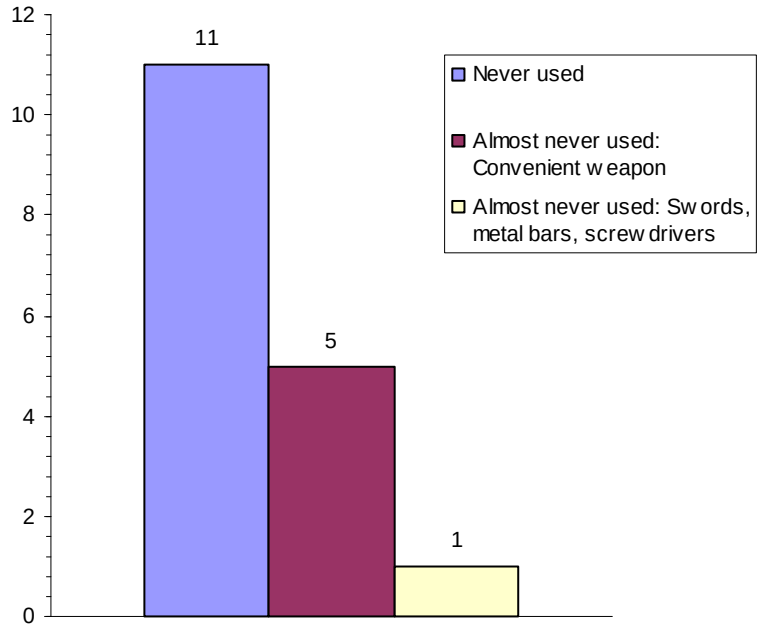

Figure 13. Non-glassing assaults: Commonly used weapons

In contrast with the venue based participants, the security company operations manager had become aware of a trend towards weapon use on the part of young males in Surfers Paradise. It is notable that this response indicates that convenience is not always a factor.

Participant "It's generally just a punch and run. We have been experiencing a trend of late. It's only been Surfers the last probably 3 or 4 months, where they are very young, like 18-19 they will actually come back with a weapon."
Interviewer "What type of weapon?"
Participant "To be honest we have had everything from samurai swords to metal bars, screwdrivers. They've actually broken into one of the taverns to get to the guards with a screwdriver and then attack the guard with a steel bar and then waited around for the police to arrest them."

Although non-glass weapon use is so infrequent (see Figure 14) as to be considered almost non-existent (n= 11), 12 participants (six of whom said weapons were never used) offered their opinions as to the type of person most likely to use a weapon. Three participants provided multiple descriptors, each of which has been counted as a single descriptor. The most frequently mentioned descriptor was that it was impossible to pick the person who would use a weapon (n = 6). The next most frequently mentioned descriptors were young males (n = 3) and that the offender would have an unusually high level of fearfulness/insecurity (n = 3).

Fearfulness/insecurity was twice mentioned without any other descriptor and once in conjunction with 'young males'. Fearfulness is used here to indicate a predisposition to perceive other people as a source of imminent danger and an associated state of high anxiety. An innate and unusually high level of aggression was mentioned twice. 'Smaller male', drug user and 'very drunk' were mentioned once each. A representative statement is provided below.

"No, as I have said it's probably hard to describe a person who you think would use a weapon. As I have said from my previous experience in the police, there are people in the community who are predisposed to being extremely violent and if they get into an altercation they will use whatever they can find. They are the sort of people that are hard to pick up because they usually tend to stay by themselves……It's very very hard to pick a person whose going to use a weapon."

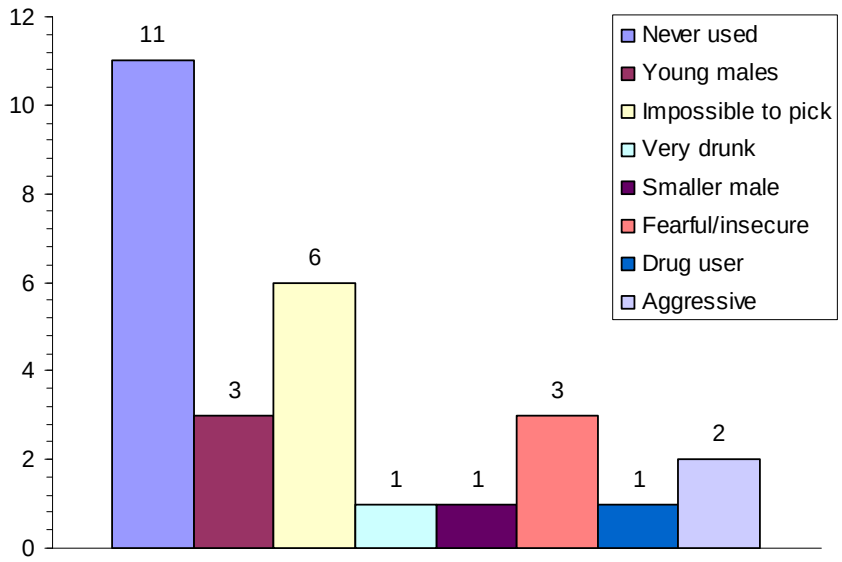

Figure 14 . Non-glassing assaults: Descriptors of weapon user

4.13 Summary: Non-glass assaults

The typical non-glass assault in Gold Coast venues is between young males from either a blue collar or lower SES background. The immediate cause is believed to be either protection of, or competition for a female patron. Intoxication is notable for the infrequency with which it is explicitly mentioned as a precursor to assault. The use of non-glass weapon use is considered very unusual. No particular item could be cited as being most frequently used as a weapon. Participants predominantly believe convenience

determines what form the weapon would take if a weapon were to be used. The type of person most likely to employ a weapon is very difficult to pick. Although young males do get some mention the broad implication is that gender is an unreliable identifier of a weapons user whereas the patrons innate character (fearful and or aggressive) is believed to be more reliable.

4.14 Glassing frequency: More common now?

When asked if glassing is more common now than in the past, 9 participants did not believe that it is (see Figure 15). One of this group believed the apparent recent increase in glassings is that venues are more likely to report an incident now than in the past. Eight of this group made statements reflecting a belief that media attention made it look more prevalent. For example "Probably the same but media highlights it more these days". Two participants who believed media attention made glassings appear to have increased in frequency had never experienced a glassing in their venue.

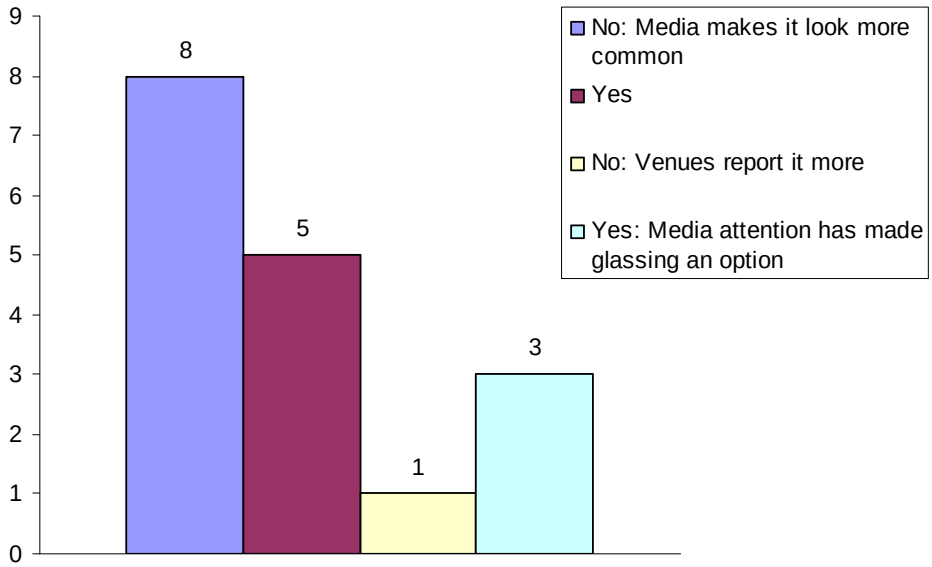

Figure 15. Glassing assaults: More common now?

Eight participants believed glassing is more prevalent now. Three of these participants referred to the influence of media. The common theme was that media attention has brought glassing into public consciousness as a viable option when involved in an altercation in a venue. For example, "Media coverage has thrown it open as an option to the general public".

Two participants (one who thought glassing was more common and one thought glassing was not more common) queried the definition of what constitutes a glassing. Both participants believed that if you define a glassing as any assault where a glass has some involvement then glassings are more frequent. If you define a glassing as actually driving a glass into someone while physically holding the glass then glassings have not increased in frequency. For example:

> "I think the definition of glassing has got a lot looser. My definition of glassing is grabbing a glass and smashing it on someone. Nowadays if you have contact with a glass they call it a glassing. So I can stand across the room, throw a bottle at you and they call that a glassing, I

> think they are more prevalent as such, but I think someone standing back and throwing a glass at someone has become a lot more prevalent than smashing a glass in someone's face."

4.15 More frequent on Gold Coast than Brisbane?

Participants were asked why glassing occurs more frequently on the Gold Coast than Brisbane. The most frequent theme (see Figure 16) was the comparatively high transient holiday population on the Gold Coast (n = 7). Two quotes that represent this belief are presented below.

> "Possibly we have visitors from Sydney or Melbourne who are used to a more violent scene in the nightclubs than Brisbane. I think that's media fuelled again. But if you notice Melbourne always has had a reputation of having a large number of assaults and so has Sydney and being the Gold Coast is sort of hub for those two areas I think that is probably the reason why".

From a different participant:

> "I believe, obviously we're a busier metropolitan area when it comes to the entertainment side of industry. We have a very busy transit population, when you don't know somebody people will go to the extra extent to hurt somebody, but when you are in your local pub and you know everybody in there everyone seems to have that mutual respect for each other where the fight may go outside. So, I think it is the tourism."

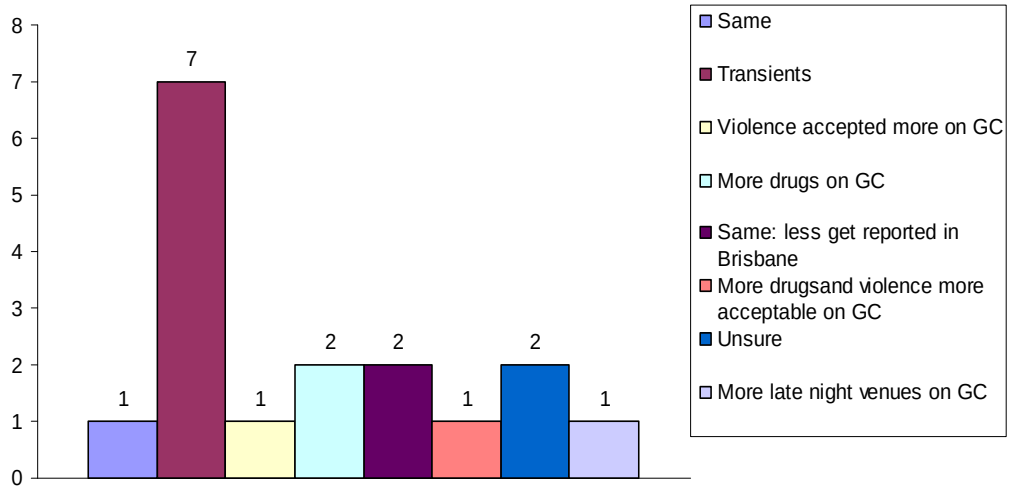

Figure 16. Glassing assaults: Why more common on GC?

Three participants believed that glassing frequency was the same on the Gold Coast as in Brisbane. Two of this group believed that the apparent difference is due to a higher reporting rate on the Gold Coast. For example "I think it would really be about the same but less are reported in Brisbane."

Two participants referred to a difference between what is acceptable behaviour on the Gold Coast when compared to Brisbane. One of these participants (who has responsibility for venues in Brisbane and the Gold Coast) believed violence was more acceptable on the Gold Coast while it was frowned upon by Brisbane patrons. The other of these two participants believed violence combined with drug use was perceived to be more acceptable on the Gold Coast. Two participants referred to a higher level of drug use on the Gold Coast without reference to the social acceptability of violence. Considered as a group, these six participants believe that localised social norms are behind the higher rate of glassing on the Gold Coast compared to Brisbane.

Two participants were 'unsure'. One participant referred to the higher number of late night venues on the Gold Coast than in Brisbane.

4.16 Circumstances of glassing assaults

The majority of participants did not believe that glassing assaults started from a different type of disagreement from non-glassing assaults (n = 14). Therefore competition for females, accidental contact and arguments are assumed to be the immediate precursors for glassings. Thirteen of this group (see Figure 17) qualified their response. Eight mentioned 'convenience' as the reason for using a glass as a weapon. Two from this group of eight implicated fearfulness in addition to convenience. For example "I think it is an opportunistic thing from people who can't fight. "Drug use (on the part of the glasser) was mentioned twice as was an unusually high level of aggression. One participant thought that a smaller person would attempt to redress a physical size difference by using a glass.

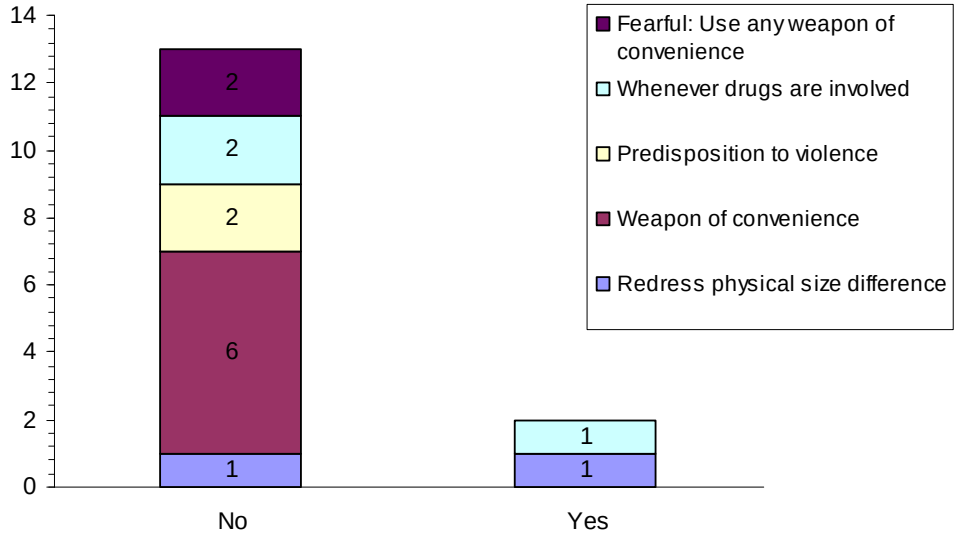

Figure 17. Glassing assautls: Do circumstances differ and perceived reasons for glassing

Three participants believed that the circumstances were different. One of these participants did not elaborate. The other two cited person centred differences that overlapped with those mentioned by participants who did not believe the circumstance were different. These were to redress a physical size disadvantage (n = 1) and 'drug use' (n = 1).

The overall pattern in responses suggests that most glassing assaults arise from conflict over a female, accidental contact or arguments (just like non-glassing assaults). The reason for use of a glass is that the glass is a convenient weapon. However the majority of participants (n = 9) (regardless of whether they responded 'yes' or 'no') implicated various person centred differences (physical size, drug use, fearfulness and aggression) as the main point of difference. A quote implicating person centred variables follows.

> "Oh yeah, it's just instead of the final step being punching someone now, it's glassing. It's the same behaviour. My experience, I think part of it is to do with perhaps some sort of drug abuse or something. The one I had, the first one, this guy just seemed to be off the planet and just by asking him to lower his language all hell broke loose. He was already pre-dispositioned to violent behaviour in my opinion."

4.17 Type of person who would use a glass

Participants were asked if it was possible to describe the type of person who would use a glass as a weapon. Multiple factors were mentioned by 10 participants. Each factor has been recorded as a single factor. The most frequently mentioned theme (see Figure 18) was that it is impossible to distinguish someone who would glass someone (n = 7) from a person who would not. Where a specific indicator was mentioned reference was made to

person centred traits. A lack of concern for consequences to other people was next most frequently mentioned (n = 5).

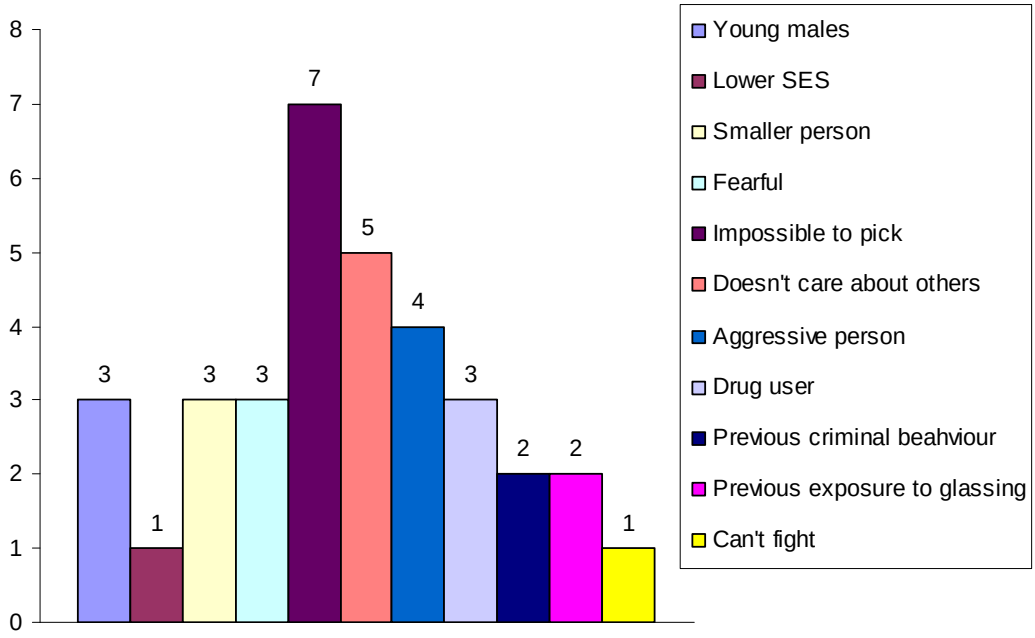

Figure 18. Glassing assault: Person type

The next most frequently mentioned theme was that of an unusually aggressive personality (n = 4). Drug use was mentioned three times, as was smaller physical size, young males and fearfulness. Previous criminal history was mentioned twice as was previous exposure to glassing as an option. Being from a lower SES group was mentioned by one participant as was an inability to fight.

The heterogeneity across responses would seem to be consistent with the most frequently stated opinion that it is impossible to identify the type of person capable of a glassing assault just through casual observation. Non-glassing assaults differed in that young males were plainly perceived to be involved most of the time. The reliance on trait based descriptors may be

reasonable if experience dictates demography is an unreliable indicator of a potential glasser.

4.18 Is glassing really a big problem?

Participants were asked whether they believed that glassing assaults were a big enough problem to warrant enactment of preventive action being taken. The most frequent answer (see Figure 19) was 'yes' (n= 11). However, three of this group thought the fact that the vast majority of patrons are perfectly safe must also be remembered. For example:

> "I think we should always in society look at things that are unacceptable behaviour to the norm and we should do everything to possibly prevent that and I think as a licensed venue and every licensed venue that sells alcohol and has members of the public going there, quite naturally members of the public expect to go out and enjoy themselves, and be safe in doing so and we've got a huge responsibility to do that. And whether its one glassing and we've had three in twelve months, even though our figures are relatively low when you compare it to the demographics, I think that it is not a terrible figure but one is unacceptable. So therefore I think that we have to as licensed premises be doing everything that we possibly can to prevent one incident occurring."

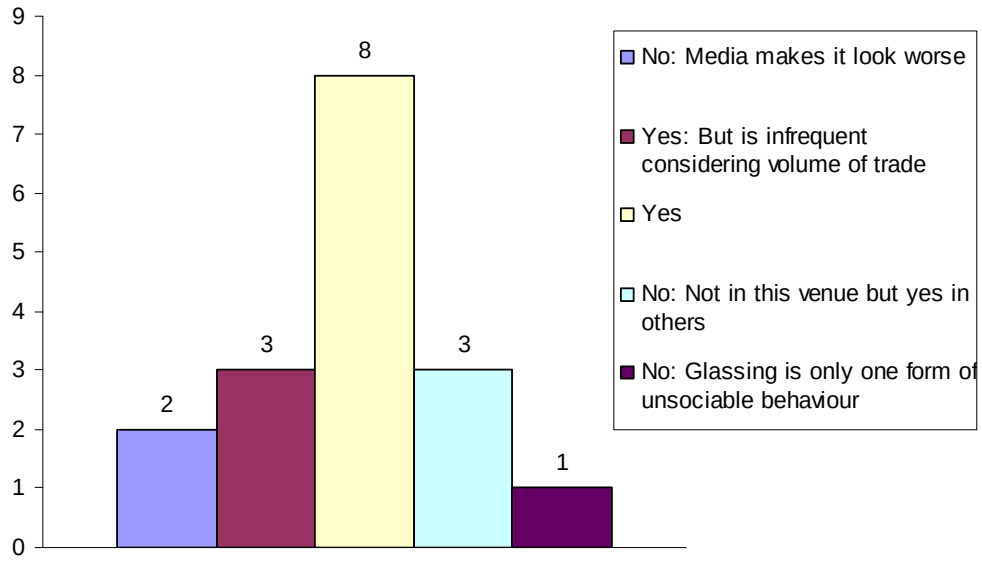

Figure 19. Glassing assaults: Does action need to be taken?

Six participants thought that glassings were not a big enough problem to warrant specific attention. Each of these participants incorporated some form of qualification to their basic 'no'. Three of this group believed that the answer was 'no' for their venue, but for other venues the answer would be 'yes'. Two of these three had not had a glassing in their venue. Two participants said 'no' because they believed media attention makes the problem look larger than it really is. One participant believed that glassings did not warrant special attention as they were just one form of aberrant behaviour that occurs within the social milieu.

Overall, there appears to be recognition on the part of venue management that glassings are serious and some preventative steps need be taken. There is also an undercurrent of caution with regards to accepting that changing the drinking vessel would be universally effective. For example "As to what sort of preventive action I don't know whether I agree with the

plastic, toughened glass, taking glasses out of pubs or anything like that. I don't know, I think its more education and that sort of stuff, back at school."

There may also be an (mostly) unstated concern for what effect adopting a change could have on business. One venue that did change to plastic after a glassing changed back to glass because of the effect on trade, the lack of conviction that a glassing would have happened if they had kept using glasses and extra operational problems brought about by using plastic. An extract from his reply follows.

> "We never had any glassings *(after voluntarily trialling plastic cups)* but that doesn't mean that we would have had any anyway in that period of time. But what we did find though it was severely affecting our trade. People didn't like drinking out of them, we had a lot of complaints about it, we had environmental issues where they were for us, we've got water here, so they would be floating in the water and then we had to recycle them – all that sort of stuff. I mean they probably created more problems and then when the guy got killed we reverted back to what we were doing to rebuild our trade. I think that the only thing, I'm not really sure how you could stop it anyway."

4.19 Toughened Glass, Plastic, or Rapid Removal: Toughened glass

The majority of participants (see Figure 20) did not believe that the use of toughened glass would reduce the number of attempted glassings (n = 9). The main theme was that glasses were weapons of convenience therefore the number of attempts would not be reduced. The following statement was provided by a participant from a very large venue that predominantly uses toughened glassware.

"I don't think it will reduce the number of glassings that occur because, as I previously stated, I think it's a weapon of convenience quite often…"

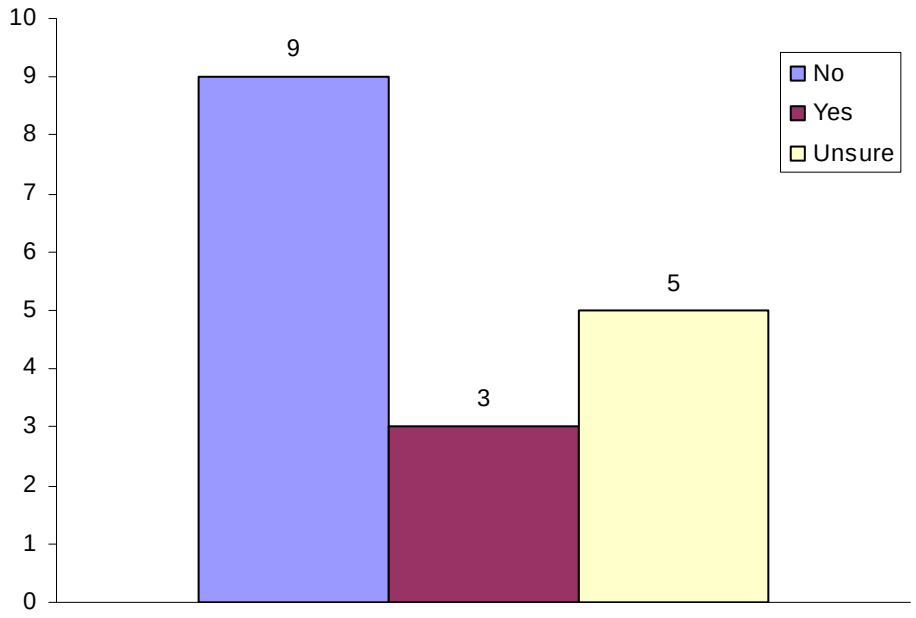

Figure 20. Toughened glass: Reduced glassings

Five participants were 'unsure'. One of the 'unsure' participants represented a venue that had unsuccessfully trialled glass with a toughened rim before changing to mostly plastic drinking vessels. Three participants believed that the use of toughened glass would reduce glassing attempts. However one participant qualified their answer with reference to treating a cause and not trying to limit the damage:

"Yes but it needs to be stopped before the stage of worrying if the glass shatters or not. Move towards changing peoples social behaviours. Making them take responsibility for their actions."

Another 'yes' participant initially said "Yeah, I think it would send a good message out to people." When probed further, this participant

incorporated the desire for preventative educational measures and suggested that glassing would never completely stop.

The general pattern would suggest that there is, at best, a degree of pessimistic uncertainty about the effectiveness of toughened glass as a means of reducing the number of glassing attempts. Even direct experience with toughened glass does not remove reason for this uncertainty. For example, two of the three 'yes' participants were from the same venue (which uses toughened glass) as three participants who said 'no'. This disagreement from within the same venue, considered together with the number of unsure participants and the fact that most participants answered 'no', gives reason to doubt that toughened glass would be associated with a reduction in the number of attempted glassings.

4.20 Toughened glass: Injury severity

The majority of participants (see Figure 21) believed that toughened glass would cause less severe injuries than normal glass (n = 9). A typical response is "Probably less severe injuries but you are still going to get cut". One participant, although believing that you could expect less serious injuries from a toughened glass relating the results from some in-house testing and observed that "…there was a wine glass that was used that was toughened and even though the actual glass itself shattered the stem didn't, so the stem actually became more of a problem."

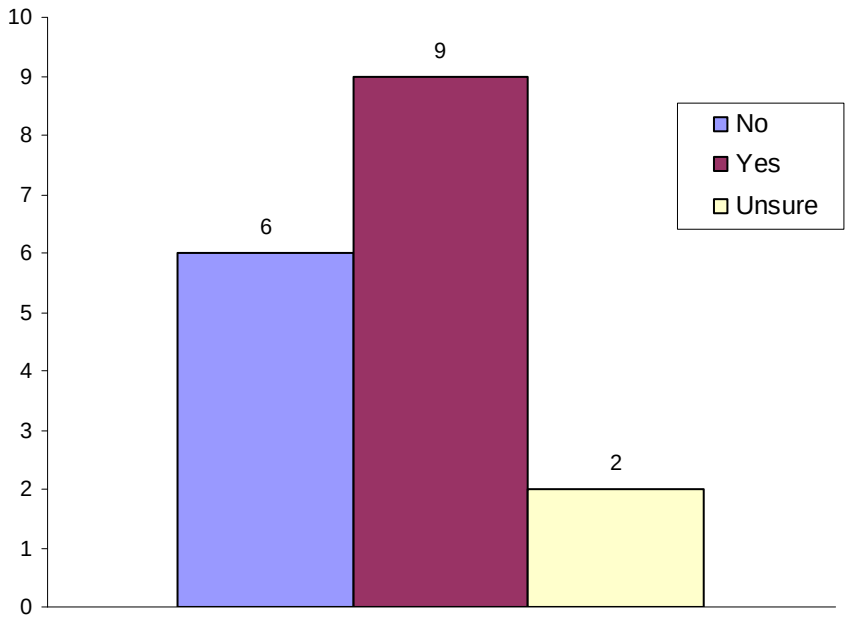

Figure 21. Toughened glass: Reduced injury severity

Six participants did not believe that toughened glass would produce less severe injuries than normal glass. Another school of thought was that severe lacerations might not occur but other injuries might result either from use of an alternate weapon or from being clubbed with a toughened glass. For example:

> "The people who have a propensity for that will use that and if they are in such a mood, their glass if it crumbles they will pick up something else. Perhaps a bar stool or chair and use it. I just don't think, yes it will eliminate it but you will still have the glassing if you understand what I mean. It won't get reported."

Another participant commented:

> Participant: "The glass is hard; it will still do as much damage as a glass would do to a person. What it would stop the person doing is the Hollywood one where the person breaks the glass and stab a person. As you were saying from your experiences so far that doesn't appear to

be the case. Usually they are holding the thing in their hand swinging it. If you hit someone with one of these toughened glasses it would still do a lot of damage."

Interviewer: "Even though it breaks into pieces?"

Participant: "Yeah, but it breaks into it with a lot of force. There is a lot of blunt force trauma involved. It would probably hurt a lot harder than a fist and depending on what angle it got I think it would cut fairly significantly as well. What they haven't looked at is the shape of things. Now, no one talks about this. You get a VB stubby, you can't use a VB stubby as a weapon. How are you supposed to do that? It's roundish, you hold, you smash it, you can't smash it 'cause it doesn't smash properly, you can throw it. Yeah, but you look at those things like Coronas or Pure Blondes or anything with a long neck they're purpose made. You can smash it and wack a person. But we don't talk about shape."

Whether or not toughened glass would actually reduce the severity of injuries could therefore depend on whether blunt force trauma resulted from impact with a toughened glass drinking vessel or whether an assailant would change to another convenient weapon.

Two participants were unsure as to whether or not injuries would be less severe. However there seems to be agreement that lacerations directly caused from being struck with a toughened glass would be less severe than typically results from being struck by non-toughened glass.

4.21 Change over to toughened glass at a specific time

When asked whether toughened glassware should be implemented at a certain time the dominant response (see Figure 22) was unfavourable (n =

14). Nine of the unfavourable group mentioned impracticality, four believed that all drinking vessel should be made from one material (presumably for reasons relating to impracticality but reported separately as they explicitly stated a desire for one material) while one said there was no point doing this with toughened glass because toughened glass is not a good solution. Three participants were in favour of changing over. Two of the affirmative group thought it would be a good idea only in problem venues while the other said 'yes' as long as it was across all venues.

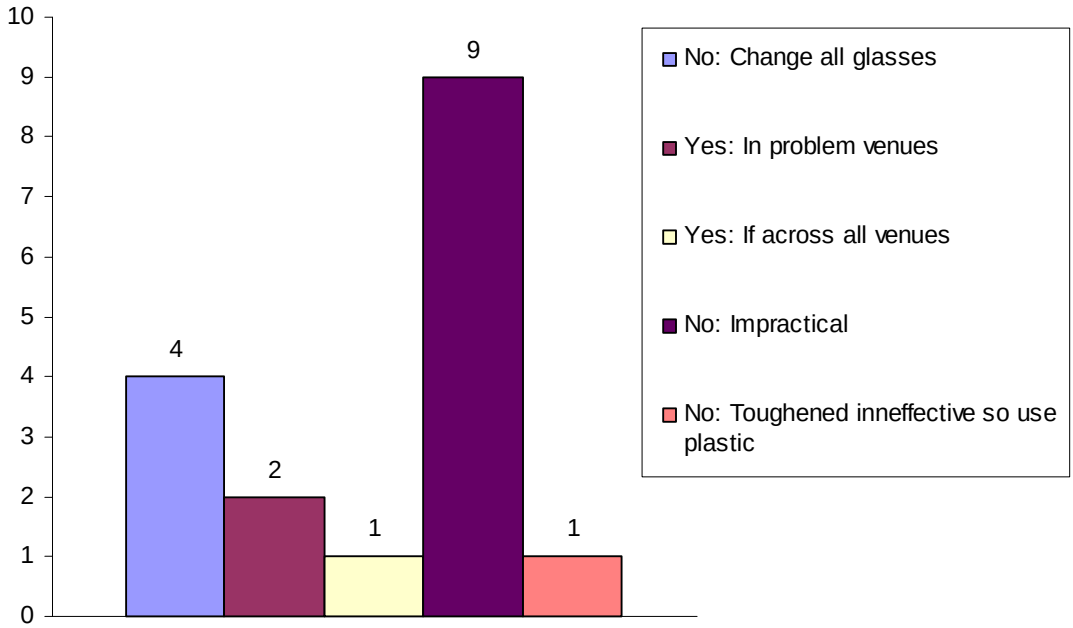

Figure 22. Toughened glass: Change over

4.22 Plastic: Number of attempted glassings

The majority of participants (see Figure 23) believed that changing to plastic would reduce the number of attempted 'glassings' (n = 12). Four of these participants specified that they meant soft disposable coffee cup plastic while one participant said plastic would only reduce glassings if all drinking vessels were plastic. This comment is relevant given the practice of serving beer and basic spirits in plastic while continuing to serve wine or champagne

in glass. Five participants did not believe that changing to plastic would reduce the number of attempts.

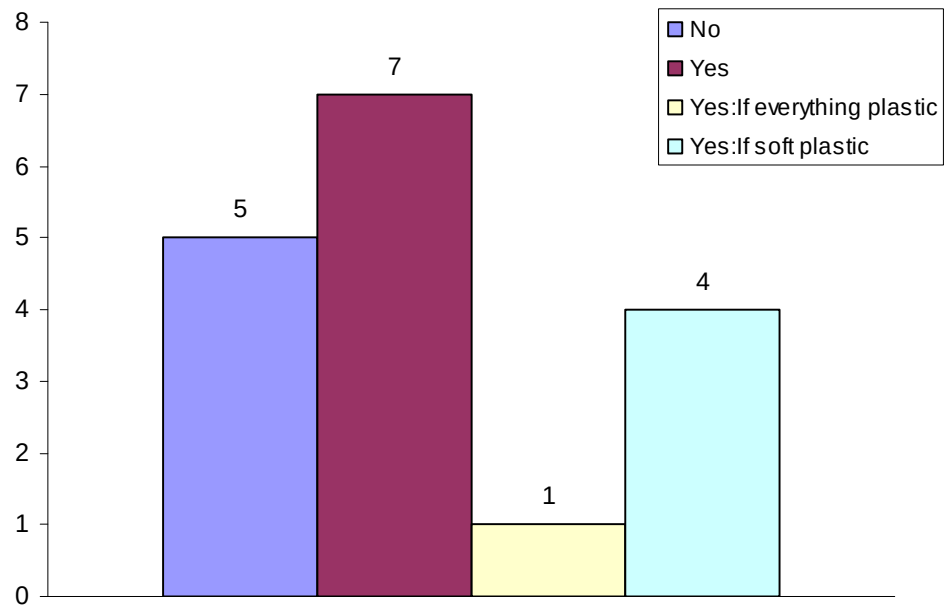

Figure 23. Plastic: Reduce glassings

4.23 Plastic: Injury severity

Multiple themes within participant answers have been counted as separate themes within this section. The most commonly expressed belief (see Figure 24) was that injuries would be less severe from being struck by a plastic drinking vessel (n = 16). For example "You can't glass someone with a plastic cup". However, only six participants gave an unqualified 'yes'. Seven participants mentioned the type of plastic as important. Soft disposable plastic cups were viewed as safe but hard acrylic plastic 'glasses' could potentially cause serious injuries. For example:

> "It would depend on what sort of plastic I think. If you are talking about plastic, plastic glass which is thick plastic glass it can cause exactly the same sort of injuries because the shards are longer and it

breaks along the lines at times. If you are talking about squishy glass (plastic) that's completely different."

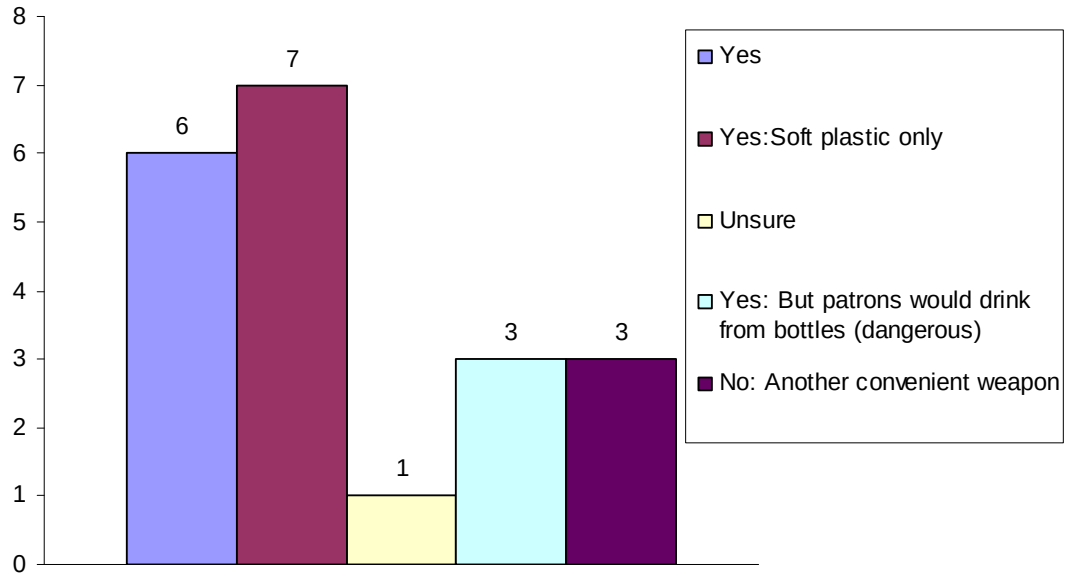

Figure 24. Plastic: Reduce injury severity

Another possibility (mentioned by three participants believing plastic would cause less severe injuries) is patrons would start drinking from bottles which can be dangerous weapons. For example "Of course, but if glasses are not available they will use stubbies instead" and "Plastic in more places would encourage people to drink out of bottles, which is probably worse"

Two participants gave contradictory answers in that they thought plastic would reduce injury severity but (in agreement with the one participant who said plastic would not reduce injury severity) mentioned that suitably motivated patrons would just use another convenient weapon. For example :

"…whether it is a bottle or a glass or a stool. Someone who is willing to go to that extent, they are going to grab something. Obviously the word plastic is going to remove glassing."

The pattern of responses implies a broad agreement that direct injury from plastic drinking vessels (particularly soft disposable plastic) would be less severe compared to glass drinking vessels. However, there is also a belief that the use of plastic would indirectly increase injury severity from the use of the bottles or other convenient objects. In short, there was a belief held by some interviewees of a substitution effect for some especially motivated patrons.

4.24 Change over to plastic at a specific time

Multiple themes were mentioned by two participants. Each mention has been counted separately in the results. The idea of changeover to plastic received a mixed response. There was qualified support (see Figure 25) for the idea of a change over time with 13 positive responses. Five participants (only representing three out of 11 venues) mentioned that this was already done in some areas of their venue at certain times. For example one venue is contractually obligated to do so when rock bands are playing. This participant thought 9.00pm would be an appropriate time when lights go down and entertainment starts. He also mentioned that this might not be suitable for all types of venues. For example "I mean we've got a function centre upstairs so if we've got to toast the bride and groom in a plastic cup, I mean there has to be some compromise."

One venue does change over to plastic in one section of their venue every Tuesday night for what they refer to as 'industry nights'. This is done more for concern over patrons cutting themselves on broken glass more than glassing assaults. However, this should not be interpreted as endorsement for a changeover to plastic as the cure for the glassing problem. For example:

> "We do it on a particular night downstairs. Tuesday night, but I think it minimizes the problem and to some extent to what I can't (say),

again as I said to you if someone is violent in their nature and the situation is such that they threaten or whatever they will go for anything at their disposal."

Another participant said:

"If they went down to plastic, which again I don't think it would solve anything, then I would change it at a time, after a certain time. Probably after midnight to allow those people who are out for a good time to at least have some chance of having a nice drink out of a proper receptacle, you know. Then again, going to plastic is a draconian move because we come back to the thing about making the venue safe. I think our venue is safe, and that's what it is all about."

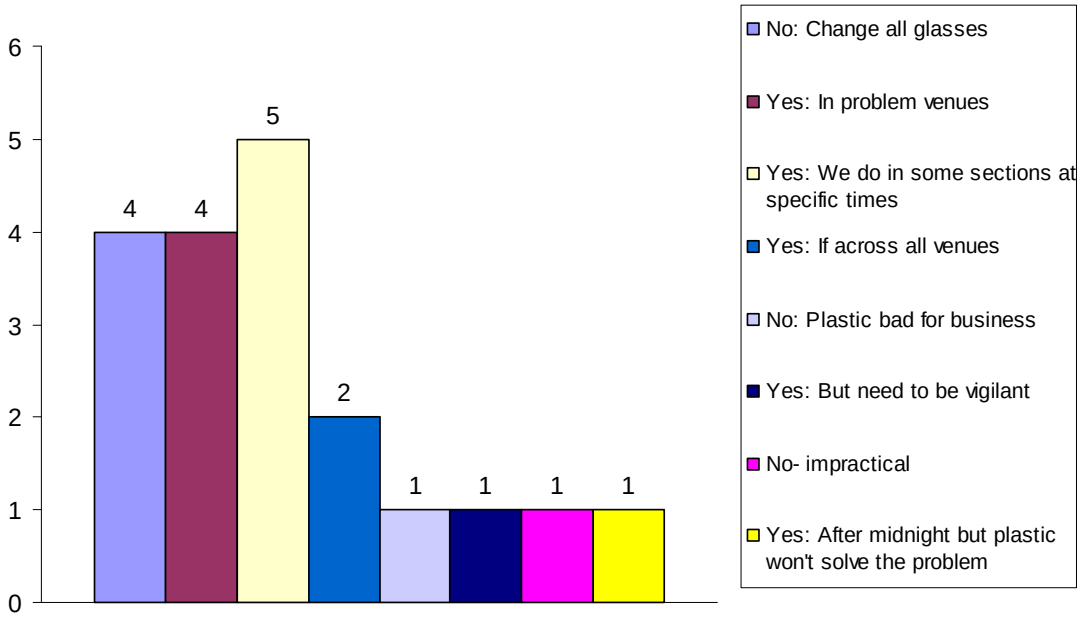

Figure 25. Plastic: Changeover

Four participants believed that a change-over would be a good idea in venues that have a history of glassings. Two of these three were from venues that had not had a glassing. Two of the venues (one of which uses plastic almost exclusively) that thought a changeover could be workable might have had patronage levels in mind when saying this should happen across all

venues. For example "Don't have a problem as long as it is state wide." One person in favour of a change over thought effectiveness would depend on how vigilant the venue was in enforcing the changeover. One participant believed that midnight would be an appropriate time to change over but did not feel that the use of plastic would actually stop glassings.

Reasons for rejecting this idea were impracticality (directly mentioned once) and the belief that all drinking vessels should be the same material for use all the time (n = 4) (assumed to be an indirect reference to the practicality of a changeover to plastic). Two of these four interviewees were from a venue that practices a changeover to plastic in one area of their venue once a week. One participant believed business would suffer too much from using plastic and so should not be used at all.

4.25 Rapid removal: Number of attempts

Twelve participants (see Figure 26) believed rapid removal could be an effective means of limiting the number of glassings that occur. The dominant reasoning (n = 9) was that it is a regular part of keeping a venue clean and that a patron cannot use a glass if it is not convenient. For example:

> "It does, it just does. Without a shadow of a doubt. As I mentioned earlier a large part of the problem it is a weapon of convenience. It's not something that someone intends to do and so if I have a glass or a bottle sitting next to me and suddenly, I might be drinking out of a plastic glass as an example, but there is a long neck bottle beer sitting next to me, then that's what people will pick up. So absolutely, I think a key strategy has to be rapid removal."

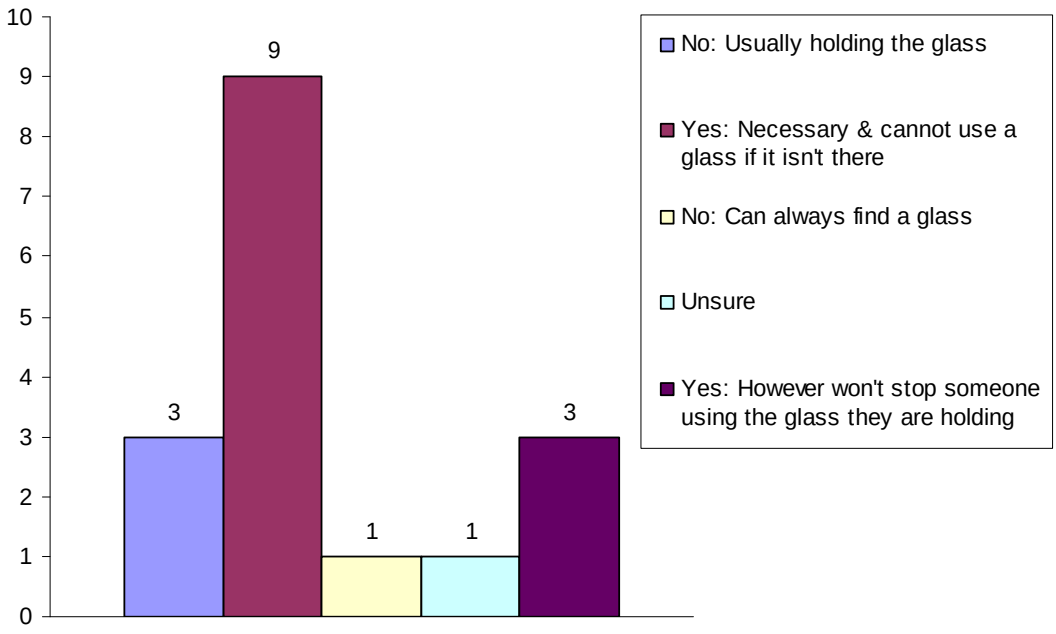

Figure 26. Rapid removal: Reduce glassings

Three of those favourable towards rapid removal qualified their approval (although acknowledging it is a necessary practice and decreases convenience) by mentioning that rapid removal would not stop someone using a glass they were holding. For example one security shift manager said:

> "Well is it 50% lowering a chance or is it 10% lowering a chance. It might be somewhere in between or probably closer to ten percent chance I think."

Three of the four participants who did not believe rapid removal would be effective cited the patron normally used a glass they were holding in an assault as the reason. One participant who did not think rapid removal would be effective believed a patron could always find a glass if they wanted to. Consistent with this opinion, an incident (at a different venue than employed this participant) did involve a patron reaching over the bar and grabbing a glass from a tray. The remaining participant was unsure.

4.26 Toughened Glass, Plastic and Rapid Removal: Most popular with patrons

The participants were asked about the popularity of the various strategies amongst patrons and those that answered this question were nearly equally divided (see Figure 27) as to whether toughened glass (n = 8) or rapid removal (n = 6) would be the most popular option with patrons. Two participants believed plastic would be the most popular.

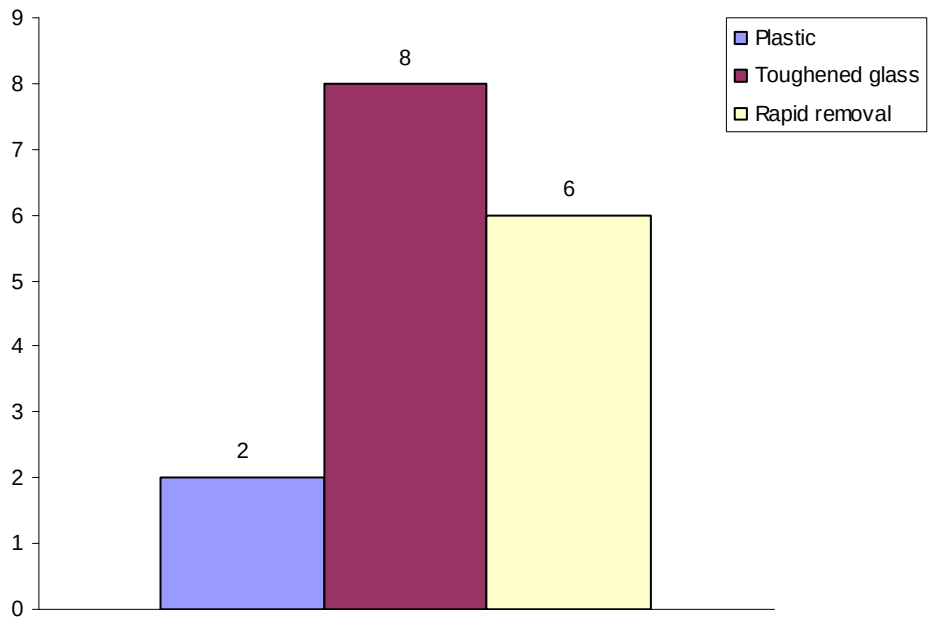

Figure 27. Most popular with patrons

Three participants who believed patrons would be most favourable towards toughened glass added that rapid removal would be ineffective as a safety measure. Two others mentioned that plastic was unhygienic compared to toughened glass. The dominant reasoning for nominating toughened glass as most popular reflected the belief that plastic would be disliked by patrons (n = 10). An illustrative exchange is presented below

Interviewer "Why would they not like plastic that much?"

Participant "People don't like drinking the beer or a spirit out of plastic cup. They don't want to be at home drinking. They want to be at a nice place, where they drink out of a glass and enjoy themselves. It's part of the culture of it. Go to plastics, your beer goes flat, soft drinks go flat. It's not a standard thing and it's not really a hygienic thing because they get scratched, they can't be washed as well. Glassware isn't as easily done, so from a hygiene point of view and a customer point of view, plastic is not an option."

Interviewer: "So we are talking about the hard acrylics. Someone was going to say that plastic was going to mean coffee cup things. People would really hate the coffee cups?"

Participant: "Oh yeah. Been on the receiving end of all sorts of abuse over using plastics in outlets. Does make for an angry customer pretty much from the get go. They don't usually change their mind too much."

Interviewer: "So not even if you kept using it for years, probably still not?"

Participant: "Pretty much. I mean you've gotta think about it, I wouldn't want to go to a pub and drink out of a plastic cup. I don't think my grandfather would, my dad wouldn't. That's three generations of groups that I know that would not drink out of plastic. They would go and get a bottle."

The reasoning behind nomination of rapid removal as most popular with patrons was that a cleaner venue was more pleasant, it was something all venues had to do anyway and that it would remove the weapon (n = 5). For example, a participant that uses rapid removal said "Speaks for itself

mate, in three and half years that's all we have had, the one situation, and it makes for a cleaner venue, cleaner venue has a different atmosphere." Two participants also referred to the unpopularity of plastic with patrons with one of these also referring to the lack of suitable toughened glass or plastic drinking vessels.

The two participants who believed plastic would be most popular had different reasons for their choice. One of these participants favoured plastic because toughened glass was ineffective and rapid removal will not stop a patron using the glass in their hand. The other, from a Surfers paradise night club predominantly using plastic, believed plastic was effective and his patrons are happy with plastic, but also mentioned that age could be a factor as could venue type. He said:

"……. if we are looking at a high class restaurant that turns into a bit of a lounge bar, they may not be happy with plastic. But for us having a young crowd, plastic works."

4.27 Least popular with patrons

Of the 16 participants who answered this question 14 believed plastic would be the least popular option with patrons (see Figure 28). The reasoning behind the nomination of plastic as least popular was dominated with concerns over the negative impact on flavour, the poor feel of plastic compared to glass, and the belief that plastic detracts from the general 'going out' experience. For example:

> "And there is a whole lot of issues around that (plastic) and like what it's like. Why do I have to drink out of a plastic glassware, how bad is this place if you have to serve things in plastic cups. I mean people don't like it when they go to Suncorp stadium and watch the Broncos

because they gotta drink out of a plastic cup, but they've got no choice."

One patron mentioned rapid removal as being least popular because "the patrons don't care". One participant did not give a definitive answer as it would be different for different venues with different clientele. He believed that older males would object to plastic whereas young people moving between venues would not care what they were drinking from.

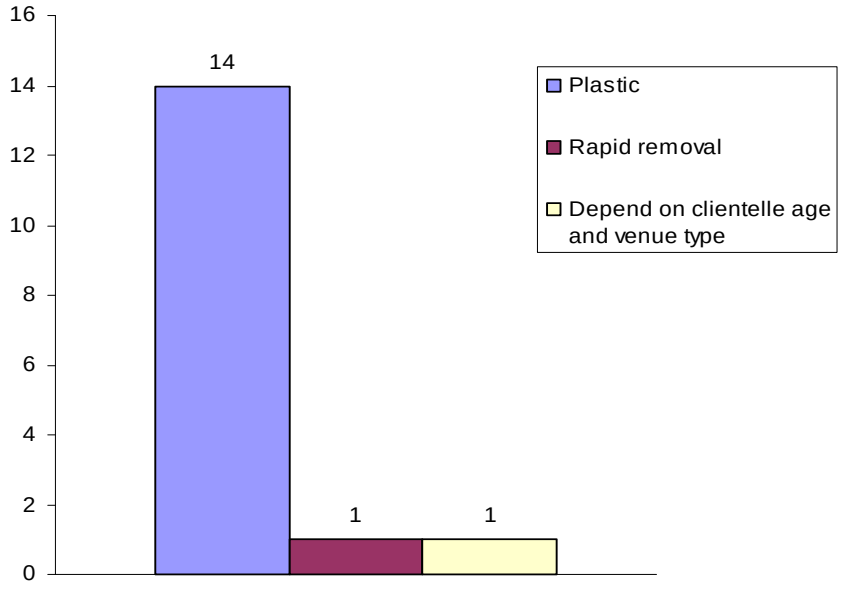

Figure 28. Least popular option with patrons

4.28 Most popular: venue management

Sixteen participants responded to this question. The most popular option with venue management (see Figure 29) was toughened glass (n = 9). The prevalent theme was that patrons preferred toughened glass to plastic combined with the belief that it was safer than normal glass. Three of this group did mention that even though toughened glass was safer than normal glass (and more popular with patrons) you would still have glassings. One of

those preferring toughened glass thought an advantage over rapid removal was that no extra staff would be required (in addition to safety).

Three participants believed plastic would be most popular with venue management. Of this group, two reasoned that it was not possible to glass with plastic (one specifying soft plastic rather than hard acrylic) while one said it was safer than either type of glass and popular with patrons (from the night club quoted in the previous section).

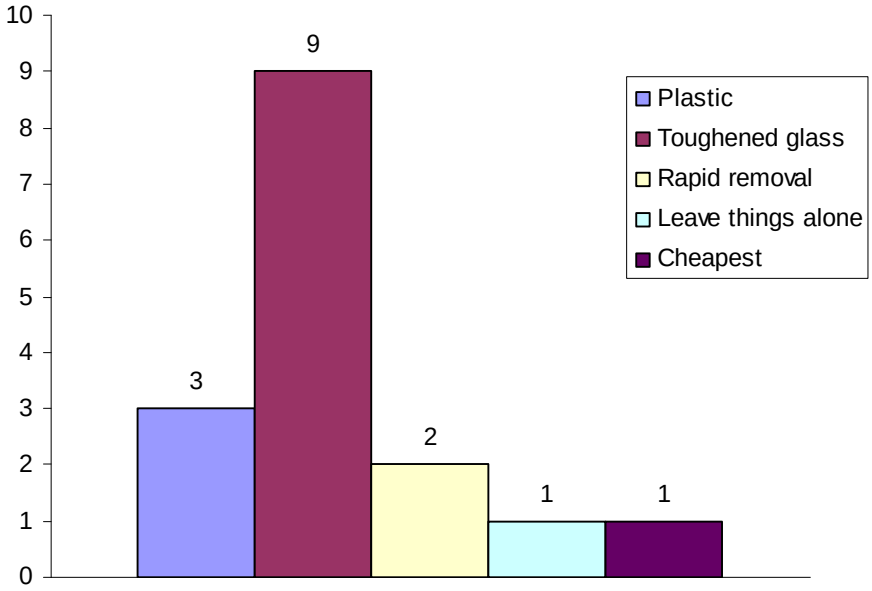

Figure 29. Most popular option with venues

Two participants believed rapid removal would be most popular with venues management on the basis of safety and patron approval. One participant believed leaving the status quo would be most popular as glassings are unusual. One participant believed the most popular option would be the cheapest. He said "They are all about making money and you know if you can make something cheap and safe, I don't think they are really going to care whether it is plastic or glass". This statement suggests cost and

safety together would influence popularity of any option available to venue management.

4.29 Least popular venue management

Fourteen participants responded to this question, eight of whom provided multiple reasons for their choice. Each reason has been counted as a distinct response. Plastic was seen to be least popular with management by 11 participants (see Figure 30). The main themes evident across the various responses provided by these participants was that plastic detracted from patron enjoyment through beverage quality, taste and general atmosphere. Three participants also believed plastic was unsuitable for a venue trying to portray itself as somewhere special. One participant said:

> "How can I serve a $600 bottle of champagne, something made with generations of love, it has history, it is an experience to savour, in a plastic cup? Our patrons would not stand for it."

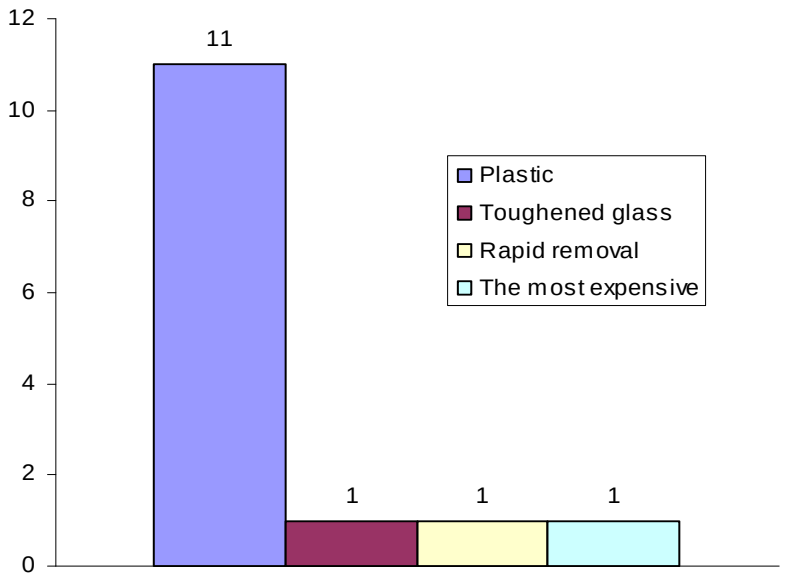

Figure 30. least popular option with venues

Two participants mentioned that there were hygiene issues with plastic. For example: "The thing with acrylic is that the glass itself deteriorates very quickly and the other thing with it is that people associate it with a throw away item and are likely to leave it in the toilets and do all sorts of stuff with it."

Plastic was thought to have a negative impact on profit by one participant, who mentioned patronage would suffer plus higher purchase and replacement costs of plastic compared to glass. This particular patron had trialled plastic following a glassing in the venue and then switched back to glasses in the face of patron complaints, extra work cleaning the venue and surrounds, and a drop in business.

Rapid removal was mentioned once as being ineffective as a safety measure. Toughened glass was mentioned once as it had not been conclusively proven to be safer than normal glass. One participant said "the most expensive" option would be the least popular with venue management. This patron did mention that rapid removal would increase wage costs as well as being ineffective as a safety measure.

4.30 Industry Based Knowledge: Attitude towards combination of strategies

Multiple themes were mentioned by 11 participants, each of which has been counted as a distinct response. Eleven participants believed that a combination of strategies would be better than one 'magic bullet'. The most prevalent theme was that glassings (and assaults in general) are a complex issue with no single strategy being sufficient (n = 9) to account for all relevant factors.

Ten of the favourable participants provided a preferred combination (see Figure 31). Four of this group believed that toughened glass combined with rapid removal would be the preferred solution. One mentioned soft plastic (as the safest material) after 9.00 pm combined with rapid removal (as it is good housekeeping).

All other participants in favour of a combination approach included an element of social control in their responses. Two believed a proactive well trained security staff combined with rapid removal and a safe drinking vessel would be more effective than concentrating on the drinking vessel. One participant mentioned patron education in addition to toughened glass and rapid removal. One participant favoured education and using security guards to pick up empty glasses as this established a point of friendly contact between security and patron. One participant mentioned proactive behavioural management through customer liaison managers and proactive monitoring of patrons for removal. A quote illustrating a belief in social management combined with a safer drinking vessel is below.

> "Yeah, as I said before I think it's about you looking at the incidents you actually have, applying a good risk management principle over the top and not necessarily even just looking at one simple issue. It's about your collective approach to how you manage incidents, it's about high visual security presence, it's about having proactive people to get involved, cut people off early, remove people before they get intoxicated, intervene if we can see that people are starting to look as though there could be a bit of tension between groups. Making sure we have toughened glass or plastic glass, or rapid removal or combinations of all three, so I don't think there is one silver bullet for any particular venue including ours, but I think it's about the licensee taking a realistic good hard look at incidents that do happen at their

premises and applying a good risk management principle over the top."

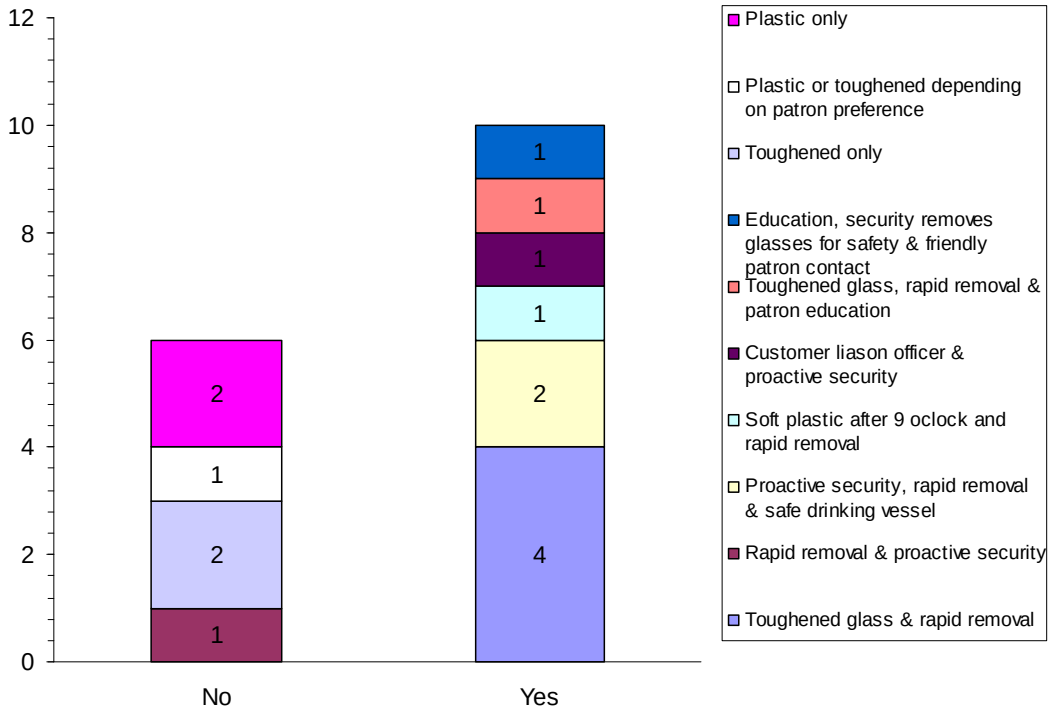

Figure 31. Combination favoured and why/why not

The five participants who did not favour a combination believed that one strategy would be enough. Two of this group believed toughened glass alone was sufficient. Two believed plastic alone was sufficient, although one specified that it had to be soft disposable plastic. One participant (representing a nightclub that is mostly using plastic) believed either plastic *or* toughened glass were suitable, depending on the type of venue (plastic for nightclubs). One of these participants, although not being in favour of a combined approach, suggested rapid removal and preventing likely troublemakers from entering the premises (proactive security).

4.31 Extra factors to be considered

Multiple responses were provided by 12 participants, each of which has been recorded as a distinct response. Issues relating to practicality (see Figure 32) were most frequently mentioned (n =10). Practicality encompasses issues such as purchase and replacement costs, environmental impact of plastic and hygiene issues with plastic. The next most frequently mentioned theme was patron responsibility (n = 6). In broad terms participant attitude reflected a belief that society has changed for the worse (glassing being symptomatic of a broader social decline) and that more severe penalties were needed as deterrence. For example:

> "Yeah, it's a changing society and the younger generation of – they think they know it all – and they think no can touch them. There's a big massive lack of discipline amongst the younger generation now and unfortunately that disrespect goes through to these sorts of things. They don't care; they just do not care what they do to others and what the repercussions could be for there own future. They don't think."

And

> "I also think that the Government needs to take a serious look at offenders who actually commit these terrible atrocities and when they do so, the penalties that they actually face, because I think if people understood that they did get an actual heavy fine, and though there are fines out there and there are penalties out there they are very rarely implemented. People end up going to court and get very minor fines and you know, therefore, there is no real deterrence factor."

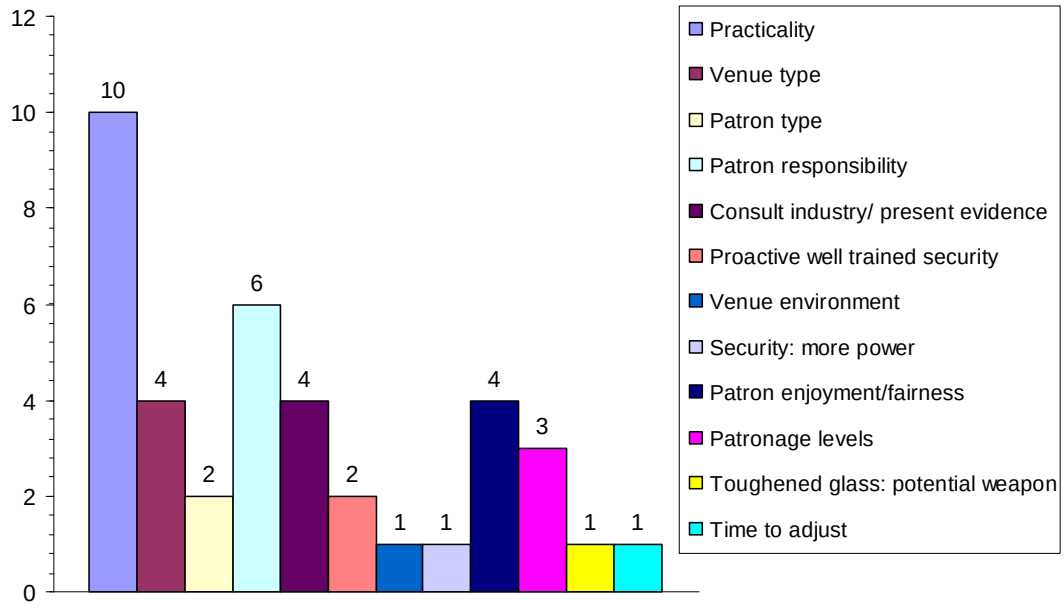

Figure 32. Extra factors to consider

Venue type and consultation with industry were each mentioned four times. There were four mentions of consultation with industry being for presentation and collection of evidence being desirable before a change is imposed upon venues. Patron enjoyment was mentioned by four participants. Three of these believed forcing the majority of patrons to drink from plastic was unfair considering that the vast majority of patrons do not do anything to hurt anyone else. The fourth member of this group verbalised reasoning that concentrated on the acceptability of different types of drinking vessels to patrons.

Three participants believed that patronage levels (all of whom had specified plastic as being least popular with patrons) were worth considering. The type of patron (for example older or younger) that predominantly attended the venue was mentioned twice. Two participants believed proactive well trained staff (particularly security) to be important for preventing incidents in the first place. For example:

> "I think one of the other methods is as I mentioned, the increased presence of management and security or whatever you want to call it presence, which in our case does assist. Comparatively when I talk how many incidents we have in a venue it's negligible considering the volume of people that come through the venue."

One participant believed that changes should be phased in over time to allow patrons a chance to absorb and accept the reason for any changes. The importance of the physical environment (lighting, ventilation, cleanliness) was mentioned by one participant as a security issue. One participant thought that toughened glass is more dangerous than is believed as it could be an effective bludgeoning weapon. One participant believed that giving security guards more power to protect themselves from abusive patrons would assist in controlling patrons.

4.32 Leave venues without glassing alone?

Six participants supplied multiple reasons for their position on whether venues without glassings should be left alone. Each reason has been counted as a separate reason. One participant was not in either the yes or no group as they believed a trial should be conducted before a universal change was adopted. Ten participants thought it would be wrong to leave venues without glassing alone. Nine of this group have had at least one glassing in their venue. Of the six participants who thought venues without a glassing should be left to operate as they wished, three had never had a glassing and three have had at least one glassing.

Within the group that thought all venues should be forced to change, the most frequently cited reason was problem patrons would move to venues

that had been left alone (see Figure 33). Glassing would then spread to venues that had previously been free of such assaults (n = 4). The next most frequently cited reason (n = 3) was the belief that while glassings had occurred in their venue they were already (voluntarily) doing everything they could to ensure patron safety. Any involuntary requirements should therefore be mandatory for all venues. Two participants thought that the number of patrons routinely attracted to the venue should be considered. The position is that there is a higher likelihood of attracting problem patrons if you attract a large number of patrons than if you have a small customer base.

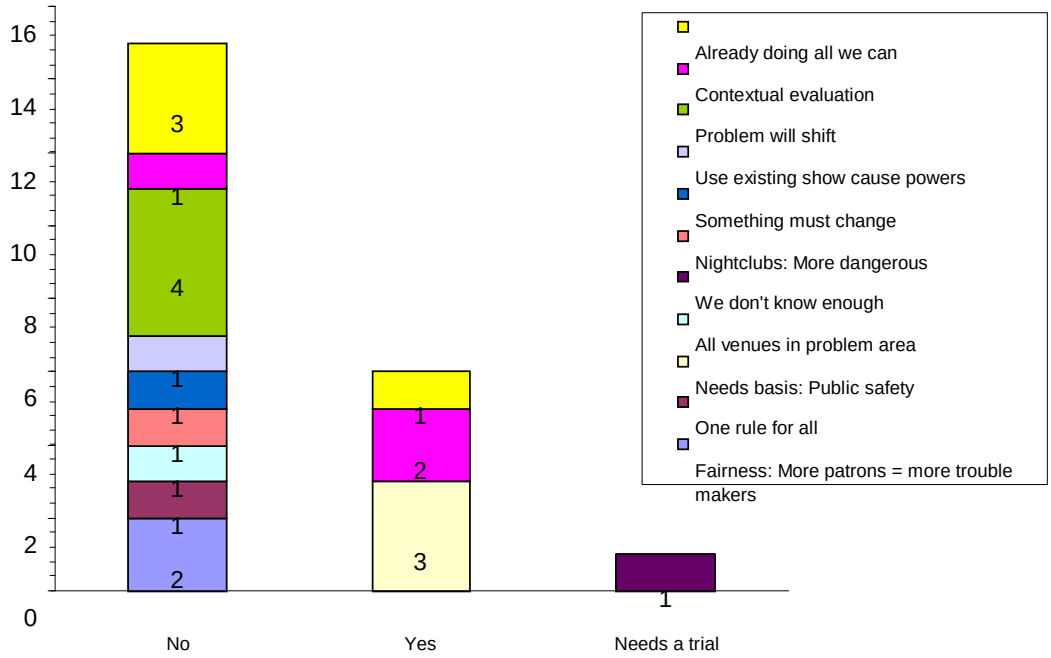

Figure 33. Leave venues without glassing alone and why

One participant thought that each case had to be judged with reference to the specific event and the procedures the venue already had in place. This participant had also mentioned that the venue was already doing all that it could do (yet had still been the site of glassings). It can be assumed the participant was expressing a belief that the occurrence of glassings does not

necessarily mean that the venue is doing anything wrong. The absence of a glassing does not mean that a venue is actually operating safely. Therefore exempting venues from change on the basis that there has never been a glassing on site would be a mistake.

Other reasons mentioned once were that show cause powers already exist and should be used more regularly, a general belief that something has to change, a belief that there should always be one rule for all and the belief that all nightclubs should be made to change (but hotels exempted) as nightclubs are much more dangerous. This person was not employed by a nightclub.

The most frequently mentioned reason for exempting some venues from change was that changes should only be made in the name of public safety. If a venue was not the site of repeated glassings or if the venue had never had an incident there was no danger to the public and therefore no need for the venue to change (n = 3). The second most frequently stated reason was that changes should only be made after a contextual evaluation of the venue and examination of each specific incident within that venue on a case by case basis. If a venue is doing everything reasonable to protect patrons and a glassing occurs then the venue should not be forced to change but if the venue is not taking reasonable steps then changes would have to be made (n= 2). The least frequently mentioned reason was that the venue is already doing everything reasonable and so should be exempted from changing (n= 1).

4.33 Better alternative?

A number of responses emerged in relation to whether there were better alternatives to the suggested strategies. Eleven participants provided multiple responses, each of which has been counted as a separate

contribution. The most common theme was to reduce the attraction of glassing as a viable option at a broad social level. The most frequent suggestion towards this end was to increase punishment by increasing the fines levied on assailants and imposing jail time (n = 9). Three of this group thought increased punishment was the way to change social norms regarding what is acceptable behaviour. For example "I just think if it was said that if you glass someone you will be in big trouble and everybody knows it, I think that is the way to stop it, more than anything." Another three of these participants believed an advertising campaign showing the consequences to those involved together with imposing a severe legal penalty would be an effective means of promoting change to norms. The occasional police walk-through was mentioned together with increased penalties by one participant.

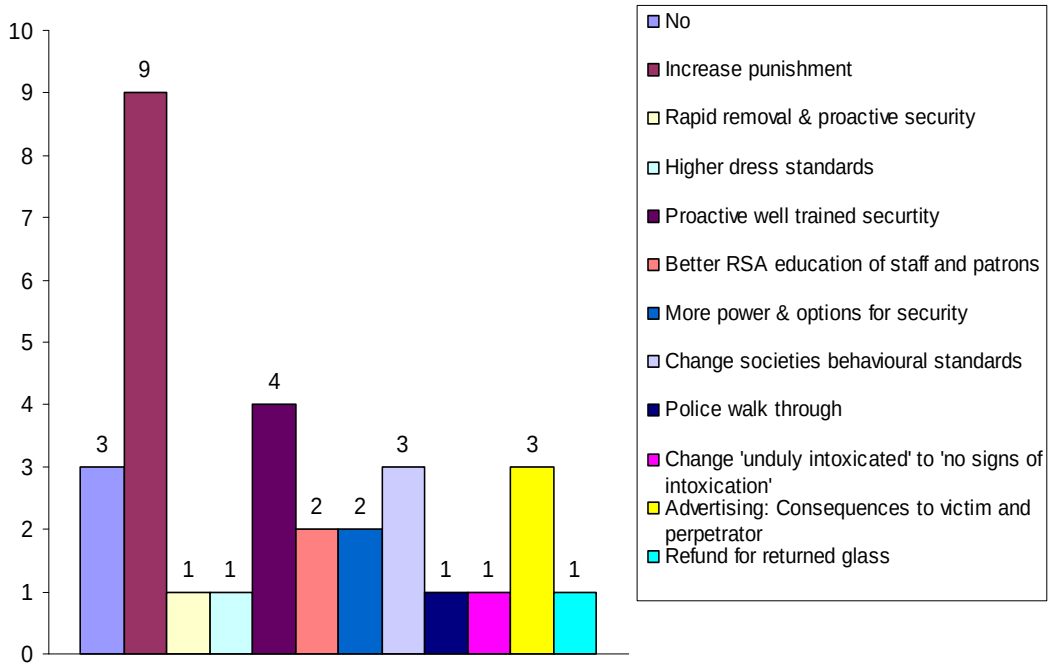

Figure 34. Better alternative?

Four participants mentioned that training security staff so that they could operate more proactively, thereby preventing potential assaults before they occur, would be preferable to changing drinking vessels. Proactive well

trained security staff was mentioned twice in conjunction with increased penalties and once with maintaining dress standards. One participant believed proactive security (specifically stopping people from entering the venue) combined with rapid removal would be better than changing drinking vessels. Only one participant mentioned proactive security in isolation, suggesting that this is generally thought to be one element in a more holistic approach incorporating interventions at a broader societal level.

Three participants said that they did not have any viable ideas that would be more effective alternatives to changing the drinking vessels. Two participants believed that the standard of RSA training for staff could be of higher more consistent quality (across all venues). RSA training was mentioned once in conjunction with proactive security and increased penalties. The other of these two participants suggested that Queensland should follow New South Wales lead by replacing 'unduly intoxicated' with 'no signs of intoxication'. Two participants believed increasing the powers and personal protection options of security staff would be beneficial. One participant thought that giving a refund or slightly reduced price on another drink to patrons who returned empty glasses would help remove convenient weapons.

4.34 Summary: Glassing assaults

Glassings are considered to be relatively infrequent, with just over half interviewees not believing glassings are more frequent now than in the past. The media was seen as either making the problem look worse than it is or to be 'putting the idea into patrons' heads'. The typical glassing assault does not differ from a non-glassing assault circumstances involving conflicts over females, accidental contact or an argument. The belief is that glasses are

chosen as weapons because they are convenient and that there is something fundamentally deficient about a person who would use a glass as a weapon. Self preservation might be a motive in a minority of cases. Intoxication was not seen as a predictor of glassing. If intoxication were mentioned at all it was in connection with drug use.

Most glassings have been performed by young males. However, most participants did not believe it was possible to pick a person that was capable of glassing referring only to demography. Person based traits were seen to be more predictive than demography. Although most believed glassings warrant special attention, a large proportion of the sample did not.

Toughened glass was not perceived to be an effective means of reducing attempts, but would probably result in less serious injuries compared to normal glass. Participants believed rapid removal would reduce the number of attempts. Plastic was seen as safer than normal glass by most, although it was specified by some that they were referring to soft coffee cup style plastic rather than hard acrylic. Some participants believed hard acrylic had the potential to be as dangerous as glass if it were to split on impact. Another issue was that plastic may not be a direct cause of injury but could be an indirect cause if patrons look for and find another convenient weapon such as a bottle or chair. Toughened glass was thought to be most popular with patrons, although only marginally when compared to rapid removal. Toughened glass was thought to be most popular with management, largely due to an expectation that patrons would least prefer plastic combined with safety (compared to normal glass). Plastic was least popular with venues and assumed to be least popular with patrons. The reasons are that plastic detracts from beverage quality, has poor hand feel and is incongruent with the general experience of going out.

Changing over to toughened glass at a set time was seen as impractical. If you were using toughened glass it should be used all of the time. If plastic were to be brought in then most favoured the use of a specified changeover time. Even though some venues were already using plastic in some section of a venue at specific times, little enthusiasm was expressed for making this a mandatory practice. Those who rejected a change over to plastic outright mostly cited impracticality (wanting one material for use at all times).

Most participants believed that a combination of strategies would be more effective than a single strategy. The favoured combination was toughened glass and rapid removal. However a number of participants mentioned social control strategies in addition to rapid removal and a safe drinking vessel. Extra factors to be considered when deciding what (if any) changes are to be made encompassed issues of practicality, responsibility of patrons for their own behaviour and patron enjoyment. Consultation with industry was also mentioned as desirable.

Most participants believe any changes should apply to all venues. The most frequently mentioned reason was that problem patrons would move to unrestricted venues, thereby spreading glassing to previously unaffected venues. The majority of better alternatives suggested by participants centred on social control, most notably the desire for more severe punishment and education through publicising the seriousness of the consequences to the assailant and the victim.

5. Chapter 5: Discussion

The aims of this project were to examine the prevalence of glassing, contextual dimensions associated with glassing incidents and stakeholder beliefs regarding the potential efficacy of controlling glassing frequency and injury severity through rapid removal of empty glass drinking vessels, replacing glass drinking vessels with plastic or the use of toughened glass instead of normal drinking glasses. The intention was to explore stakeholder beliefs to inform decision making regarding specification of a strategy for preventing 'glassing' related incidents and injuries in licensed venues on the Gold Coast. Key themes emerging from the research are discussed below.

5.1 Time and venue type

Time and venue type are the most reliable predictors of glassing frequency. In terms of time interview data suggests that most non-glassing assaults occur between 9.00 pm and 3.00 am on weekends. Police data shows that most glassings (which are considered to be very unusual by most participants) occur between midnight and 3.00 am weekend trading. The suggestion is glassings are less likely (although five were reported) than non-glassing assaults in the first three hours of part of the peak assault period. While the peak time for glassings holds across different venue types, taverns and nightclubs are the most risky venue types during this time period. A similar result was found in Sydney by Briscoe & Donnelly (2003).

Tavern glassings tend to be spread over a wider time span in terms of days and time of day. Taverns are notable in that glassings have occurred everyday of the week except Thursday. The times for assaults in taverns, although peaking during the same 12.00 am- 3.00 am. period as nightclubs

(the next most frequent site of glassings) are more widely spread across the day. For example one tavern has reported a glassing as early as 3.00 pm. No nightclub reported a glassing before midnight. It is possible this pattern is associated with the longer opening hours of taverns.

The basis for this idea is that longer trading hours have been associated with more violence in Australia and overseas (Donnely & Briscoe, 2003; Chikritzhs & Stockwell, 2002; Duaillibi et al, 2007). However, the casino has a twenty-four operating license. They have not reported a glassing outside the peak hours for this type of assault. Therefore trading hours may not provide a complete explanation. The implication is, as suggested by interviewees, that a glassing is most likely to occur whenever venues are busiest. This reasoning would be consistent with previous research associating difficulty in moving around and line-ups with frequency and severity of aggression (Graham et al, 2006).

5.2 Patron demography

Interview and incident reports indicate the majority of glassing assaults are perpetrated by younger males. This could be expected given that interviewees believe young males (some interviewees specified from a lower SES group) are also responsible for most non-glassing altercations in venues. Males are also more likely to be victims of glassings than females. Research has shown that younger males are the segment of society most likely to perpetrate assault and be victims of alcohol related assault (Graham et al, 2000; Leonard, Quigley, & Collins, 2002; Teece & Williams, 2000). Higher education and income (assumed to be proxy indicators of SES) are negatively associated with alcohol related assault (Tinko, Moos, & Moos, 2009). Therefore the idea that younger males from lower SES groups are more likely to be involved in glassing assaults has some independent support. However

participants did not consider demography to be a reliable means of identifying a potential glasser.

The most prevalent response when asked to describe the type of person who would glass another is that it was almost impossible to make an accurate judgement. Both incident data and interviewees suggest that females are capable of glassing as are older patrons. Within the incidents sampled for this study only females (although less likely to glass someone overall) appear as willing to glass a female as a male. As such a female willing to resort to glassing represents a unique source of danger to women.

Timko et al (2007) found males and females with an alcohol use disorder self-reported equal rates of alcohol related assault perpetration (although males were more likely to have come to police attention). Smucker-Barnwell, Borders and Earlywine (2006) found on average that men perform more aggressive acts and more severe aggressive acts than women. However in multivariate analyses that included alcohol expectancy for aggression and dispositional aggression gender did not have a statistically significant effect on any outcome (including fighting in a bar after drinking, slapping or hitting after drinking, and breaking things) except threatening to hurt someone (which men were more likely to do). A study of alcohol related problems in Glasgow by Forsyth et al (2005) reported that patrons involved in disorderly incidents were aged over 30.

Although it was not possible to verify from incident reports, interviewees predominantly mentioned the large transient population as a reason for a higher level of glassing assaults on the Gold Coast than Brisbane. In relation to the effect of transient population level the Gold Coast attracts fewer Australian visitors (mostly from Brisbane but also large numbers from Sydney and Melbourne) and international visitors than does Brisbane

(Tourism Queensland; Tourism Queensland *b*). However, compared to Brisbane, more visitors to the Gold Coast are there for holidays or to visit friends while more visitors go to Brisbane for business reasons than the Gold Coast (Tourism Queensland: Tourism Queensland *b*). Research by McCord, Ratcliffe, Garcia, & Taylor (2007) into the relationship between 'crime attractors' (crime attractors are businesses (such as licensed venues) that bring large numbers of different types of people from outside the local area who are not necessarily there to commit crime, but by virtue of the large numbers increase the number of possible offenders and victims) and crime has found higher crime rates where there is a concentration of crime attracting businesses. This relationship was not affected by local demographic composition or local crime rates. Therefore the idea (advanced by interviewees) that the difference in glassing assaults may be partly attributed to the larger number of people wanting to 'have a good time' and act in a relatively uninhibited manner is potentially supported.

It is also possible that this may not be true for all venues. For example a venue with a clientele that is largely drawn from locals may not be able to claim the reason for a glassing is the large number of transients (unless you have a broad definition of transients that includes people who live on the Gold Coast but do not regularly attend that venue). However 'transient' population could still be a valid predictor for venues offering accommodation and nightclubs (assuming Gold Coast clubs attract a large number of transients during the peak glassing time periods).

5.3 Initial confrontation

Interviewees did not believe there was a difference between non-glassing and glassing assaults in terms of the basis for the confrontation. Arguments, minor accidental contact such as spilling a drink and (most

frequently) competition for or protection of females were the prevalent sources of altercations. Incident reports varied from this slightly in that objections to another patrons behaviour was inferred by the researcher (based on the text within the incident report) to be the second most frequent source of glassing. Conflicts involving a boyfriend or girlfriend issue (different from competition over or protection of females to accommodate an incident involving competition over a male) were least frequently inferred to be the cause of glassing. It should be noted that arguments in incident reports may relate to competition for or protection of females but was not noted in the incident report. Similarly, arguments mentioned by interviewees may also be regarding what one patron believes is obnoxious behaviour on the part of another patron. It was not possible to make this distinction from the present data.

In essence, the message is glassing assaults follow similar sources of contention as non-glassing assaults. Therefore it is not possible to predict that a glassing is about to occur from observing the evolution of the confrontation from its inception. The point of divergence from the non-glassing assault is the use of a glass as a weapon (use of weapons of any kind is considered to be highly unusual by interviewees). Most participants believe that glasses are used by weapons because they are convenient.

There is little research available that would aid in understanding if use of a weapon of convenience is predicted by different circumstantial or person centred variables than the use of a knife (for example) that is regularly carried. Further, there is an assumption in most weapons research that weapon use is always premeditated. It is possible that glassing is not premeditated in the sense that an individual did not plan to glass someone in the venue that night. It is also possible that the use of a glass could be a 'latent strategy' wherein the person would intend to use a glass if an altercation did

start. Or glassing might be purely impulsive, with the use of a glass drinking vessel based on convenience. This would seem to be the case in most instances as the glass was either in the hand or within easy reach.

There is no research evidence that would allow a definitive statement to be made regarding the role premeditation or impulsivity (or both) play in glassing. It is possible the impulsivity-premeditation divide is overly simplistic as other contextual and motivational factors could contribute to the use of a convenient object as a weapon (Brennan & Moore, 2009). However, recent research found impulsive aggression could be associated with social detachment and neuroticism while premeditated aggression was associated with a lack of empathy and high levels of social involvement (Gauthier, Furr, Mathias, Marsh-Richard, & Dougherty, 2009). This research is broadly consistent with the person centred traits (fearful and predisposed to violence, drug use) referred to by interviewees when they described circumstances surrounding glassing assaults. If interviewees are correct (in attributing glassing to innate antisocial personality traits *and* have correctly identified the specific traits) then it could be inferred that glassing is impulsive and not premeditated. The role of intrapsychic traits will be discussed further in the next section.

5.4 Problematic patron 'type'?

The topic of 'problematic patron type' is complicated by the issue of where does venue responsibility start and patron responsibility end. A common theme expressed in interviews was that the type of person capable of glassing another is hard wired to perform acts of extreme violence. Descriptors referred to an unusually high level of aggression, fearfulness, and a lack of empathy. There is evidence to support a link between these person centred variables and alcohol related aggression.

Both low (Donnellan, Trzesiniewski, Robins, Moffitt, & Caspi, 2005) and high levels of self esteem (particularly when interacting with narcissism) (Bushman et al, 2009) can be linked to aggression in response to an ego threat. Bushman et al (2009) suggests that those low in self esteem may not initiate an assault but will be prone to an aggressive response. Those high in self esteem and narcissism (with narcissism being particularly important) are more likely to initiate an assault in response to what they perceive to be disrespectful treatment. Dispositional aggression is positively associated with the propensity to perceive stimuli as aggressive and respond with aggression (Topali & O'Neal, 2003). Wilkowksi, Robinson, Gordon & Troop-Gordon (2007) found that people inclined to be aggressive assumed hostile intent in neutral situations perceive the situation is hostile before paying attention to cues that would identify the situation as non-hostile. Bettencourt, Talley, Benjamin and Valentine (2006) reported a tendency for aggressive personalities to be insensitive to signs that aggressive behaviour is unwarranted within the context of a specific interaction.

Innately hostile people tend to be more depressive, angry and anxious in a stressful situation and to have a higher desire for alcohol (compared to those lower in dispositional hostility) (Nesic & Duka, 2008). Giancola (2003) found that lower levels of empathy, when combined with alcohol consumption, was associated with an increased aggression (for both males and females but most notably in males). Borders et al (2007) found a high alcohol-aggression expectancy together with volume of alcohol consumed predicted alcohol related aggression. Treno et al (2007) found that people with a higher level of innate hostility and alcohol-aggression expectancy were more violent in venues and more likely to drink in a venue than at home.

Drug use was mentioned by a minority of interviewees as a predictor of assaults (non-glassing and glassing) in Gold Coast venues. It was not

possible to verify perpetrator drug use objectively from interviewee responses or incident reports. However Miller et al (2005) did find patrons who consumed drugs were more likely to do so before entering a venue. So drug use prior to attending a venue does occur. The tendency to consume drugs can be associated with an aggressive impulsive personality (Krueger, Markon, Patrick, Benning & Kramer, 2007; Hoaken & Strewart, 2003). Hoaken and Stewart (2003) found that person centred traits are possibly as influential as drug use on behaviour. The implication is that drug use and patron predisposition to violence do increase the likelihood of violence within a venue. However, it should be noted that Hoaken & Stewart (2003) reported that the 'drug' with the most direct relationship to interpersonal violence was alcohol.

This is not meant to suggest that illicit drug use does not pose unique challenges for managing aggression within venues. For example it may be harder to identify a drug affected patron before they become violent than it is an intoxicated patron. However, it does suggest that illicit drug use can contribute to, but not fully explain, general violence or glassing in venues. Notwithstanding this observation, it should be acknowledged no research could be located that would quantify the relative contribution drug use (compared to alcohol) in relation to glassing as a specific type of assault.

The cited research suggests that person centred traits can predispose a patron to perceive a situation as hostile and respond aggressively. The already limited capacity to self-regulate aggressive behaviour decreases when a person inclined to respond aggressively to perceived threats consumes alcohol and or drugs.

The interaction of personality, inclination to make hostile attributions, insensitivity to non-hostile cues and alcohol would be consistent with the

beliefs expressed by participants that glassings are performed by a generally antisocial person rather than a failure on the part of venues (also indicated by 'patrons being responsible for their own actions' being the second most frequently mentioned 'extra factor to be considered'). However, research also suggests the internal characteristics of individual patrons interacts with the social and physical environment within a venue. For example, Leonard, Quigley and Collins (2003) did report that low levels of agreeableness and higher trait anger were more likely to be involved in barroom violence. Yet Leonard et al (2003) reported the most important predictor of violence severity (for males) to be the number of drinks consumed in a single visit. Graham et al (2006) reported that the most important predictors for frequency and seriousness of aggression were physical environment (for example mess, line-ups and noise) and the social environments that were described as 'rowdy' and 'permissive'. Quigley, Leonard and Collins (2003) also found the social and physical environment of the bar (for example noise, temperature and more male staff) was a more important predictor of violence than individual patron characteristics, even when the attractiveness of rougher bars to the most problematic patron type was accounted for. Therefore, although the personality of a patron does influence the likelihood of involvement in an assault, the venue environment interacts with patron centred variables to either facilitate or decrease the likelihood of aggression. The implication is that venues cannot disclaim all responsibility for aggression on the basis of patron predisposition.

5.5 Media and social norms

Two macro level variable mentioned by interviewees as contributing to altercations within Gold Coast venues are social norms on the Gold Coast and the influence of media coverage. Media were believed to either make glassing

look more prevalent than it really is, or to encourage copycat glassing. Positive associations between exposure to violence in the media and commission of violent acts have been found, although the role of the media in acts of criminal violence is not strong enough to conclude that the media influence by itself causes violence (Savage & Yancey, 2008). Yancey & Savage (2008) suggest that analyses should include variables such as socio-economic status, education and parenting practices should be included along with exposure to media violence before any firm conclusions regarding exposure to media violence and actual violence can be reached. Coyne (2007) found that once these variables are considered the media exposure and violent crime have only a minimal association. However, those who are most innately aggressive are most likely to commit violent crime when exposed to violence in the media.

Those most likely to be involved in alcohol related assaults tend to be those who are more innately aggressive with a higher endorsement of alcohol related aggression (Borders et al, 2007; Treno et al, 2007). Therefore possible exposure to glassing in the media may make it an option for those who are already most likely to be involved in alcohol related assaults. Although this relationship is not yet firmly established by existing research (Savage & Yancey, 2008) it does match responses given by interviewees in the present study.

A suggestion was made that glassing might be more prevalent in the Gold Coast than Brisbane because violence in venues is more socially acceptable on the Gold Coast whereas it is “frowned upon” in Brisbane. Another interviewee mentioned “wanting to look tough in front of mates”. Conformity to social norms (being behaviours that others are believed to approve of) is a robust finding (Aarts, Dijksterhuis, & Custers, 2003). For example, if a person believes aggression is acceptable to others they are more

likely to condone aggression and act aggressively. If a person believes glassing is normative then they are more likely to use a glass than if it is considered to be anti-normative.

People do not need to be aware that they are following social norms when doing so, as norms become automatically accessible when primed by a situational goal (Aarts et al, 2003). For example, the goal of going out drinking to have a good time in a venue could include involvement in violence if violence is perceived to be contextually normative (as part of a good time) even if there is no explicit intention to get involved in violence. Graham et al (2000) found endorsement of aggressive norms, for example upholding honour and acceptance of aggression, contributed to assaults between males in Canadian venues. Graham & Wells (2003) reported interview results indicating that aggression in venues can be seen as appropriate, enjoyable and rewarding (at an emotional and social level). The permissiveness of the bar and tacit approval of staff (through non-intervention) also contribute to the normativeness of aggression in venues.

The suggestion is that violence can be seen as normative behaviour within a drinking venue. Increased frequency of glassings could both reflect an increased perceived normativeness of glassing through an implicit consensus regarding the acceptability of this behaviour (Cialdini & Goldstein, 2004). Establishing glassing as anti-normative mitigates behavioural mimicry and lessens the likelihood of glassing meeting the need of maintaining a positive self-concept (Cialdini & Goldstein, 2004).

Social norms can be modified through presenting information and by communicating approval or disapproval (Aarts et al, 2003). One method of limiting the perceived normativeness of glassing favoured by participants could be considered communicating disapproval. Specifically, the desire for

more severe punishment of those who glass was evident in interviewee responses. Participants also thought an educational advertising campaign demonstrating the negative impact of glassing to both victims and perpetrators would be effective.

Research by Mulder (2008) found punishment can be an effective means of changing behaviour when the behaviour is accepted as immoral. Mulder (2008) found punishment to be more effective than reward for gaining compliance with desired behaviour and for increasing social disapproval of non-compliance. He argued that normative change is more likely following punishment of an immoral behaviour than rewarding desired behaviour. Logically, assuming that glassing can be seen to be immoral and severe punishment is accepted as justly deserved (Mulder, 2008) then severe punishment for glassing could lessen the normative appeal of glassing.

In terms of the suggested advertising campaign, a recent meta-analysis examining the attitude-behaviour link found that information that is personally relevant, unambiguous and credible promotes a firmer attitude behaviour bond (Glasman & Albarracin, 2006). Use of actual victims and perpetrators, each of whom relate their personal stories of the incident, should help advertising appear personally relevant and credible. Perhaps the minimal provocation that typifies the average glassing would lend an immoral aspect to the behaviour, increasing the perceived justification of punishment. The physical injuries to the victim and the effect of legal sanctions on the aggressor can be assumed to be an unambiguous message that glassing will cause severe damage to all involved. Combining enforcement with education has previously proven effective for addressing aggression in venues (Graham, 2000). The suggestion is that punishment of glassing and an educational campaign of the sort suggested by participants could be useful for promoting the seriousness of glassing incidents.

In summary, time and venue type are the most reliable predictor of glassing assault. Specifically midnight to 3.00 am on the weekend in either a tavern or a night club. The most reliable demographic predictor of glassing is young, male, lower SES status and transient. This would be the most frequently observed case, but not the only possible case. Glassings cannot be predicted from the initial reason for conflict. It is possible that the use of glasses as weapons is an impulsive act performed by patrons with a predilection to infer hostile intent from others and respond with extreme aggression. Exposure to violent media has not been proven to encourage violent behaviour. If media exposure does increase the likelihood of violence then this effect is limited to those most likely to be violent in the absence of exposure to reports of violence in the media. Person centred variables (traits and illicit drug use) interact with venue environment to increase or decrease the likelihood of aggression in venues. Punishment combined with an educational advertising campaign may limit the development of glassing as a social norm.

5.6 Toughened glass, plastic and rapid removal as sole strategy

Plastic was considered (by participants in this study) to be the safer than normal glass in that there would be fewer attempted glassings and injuries would be less severe. Plastic and rapid removal of empty glasses was thought to be equally effective for reducing the number of attempts (12 positive responses each). Toughened glass was thought to be least effective for stopping attempts but most thought the injuries would be less severe compared to normal glass. Most glassings happen between Friday and Sunday after 9pm, which suggests this would be the most appropriate days and time for a mandated changeover of drinking vessels.

Previous research in Glasgow is consistent with the views of interviewees as plastic has been found to be safer than glass in terms of less severe injury (Forsyth, 2008). However, it is notable that in the Glasgow study 'all plastic venues' had the highest rate of violence. Plastic only venues were also the most untidy and venue tidiness has been linked to violence in venues (Forsyth, 2008; Graham et al, 2000). This suggests that the use of plastic drinking vessels will not decrease the number of ordinary assaults but could reduce the severity of injuries in venues.

Further, despite the belief in the potential safety benefit of plastic, the overall response would be considered mixed. For example, plastic was singled out as posing environmental and hygiene issues. Most would prefer plastic to be used after a changeover time rather than for continuous use. Five interviewees said that their venues already practice a changeover to plastic at particular times, suggesting some small degree of support. However, these participants only represent three out of the 11 venues in the sample. Five interviewees (from four venues in the sample) were against a changeover to plastic because it was impractical. Therefore there is a mixed response to the use of plastic even if it were only used during specified times.

In addition, six interviewees thought patrons, knowing the drinking vessel was plastic, would find another convenient object to use as a weapon. This being said, one of the participants in the present study had observed a reluctance to use other convenient potential weapons such as pool cues. Interviewees believe weapon use is almost non-existent in Gold Coast venues. Forsyth (2008) noted that when glasses were replaced with plastic patrons would attempt to use plastic rather than barstools or pool cues. The suggestion is that the use of plastic is unlikely to result in an increase in the use of other weapons. No research could be located that would unreservedly

support or contradict the possibility that another weapon would be used if glass was unavailable.

Three participants specified bottles would become the new weapon of choice (if plastic drinking vessels were to be used). Bottles were used as weapons in three of the incidents described in police incident reports, so 'bottlings' do occur. One participant stated that in her experience patrons would ask for stubbies rather than drink from plastic. If this participant's experience is assumed to be typical (and assuming changing the drinking vessel is the core strategy to eliminate glassing) then leaving the option to drink out of a stubby (or any type of glass bottle) open to patrons is potentially counter-productive. The reason is that bottles also cause injury when used as weapons although these injuries are typically less serious than glassing injuries (Coomaraswamy & Shepherd, 2003).

No hard data exists that would support or contraindicate rapid removal as an effective strategy when used in isolation. If interviewees are correct and glass is used as a weapon of convenience then rapid removal lessens the convenience of glass weaponry. Rapid removal will not stop someone using a glass they are holding or those rare few who would reach behind the bar. In this research the majority (n = 14, 63.6%) of offenders used a glass that was in their hands. If it is assumed the other eight glassings (in this sample) would not have happened (as a glass would not been within easy reach) it can be inferred that rapid removal may help reduce the number of glassing incidents. Rapid removal of empty glasses is best facilitated by venues employing an adequate number of dedicated staff for removal of empties (Mallick & Banfield, 2007) rather than sending out bar staff or using security (Forsyth, 2008). It might be useful to specify the number of dedicated glass staff that must be employed based on the average number of patrons in the venue during peak glassing times. However, if venues only use rapid

removal but do not change to a 'safer' drinking vessel the severity of injuries produced by glassings that do occur will not be lessened.

If expected injury severity is the only criteria then plastic is probably the best choice to use in isolation. However, there may be a number of extra issues to factor into decision making. For example, it was suggested that hard plastic could be at least as bad as glass if it does split on impact. Four participants believing plastic would reduce injury severity specified that they were referring to soft disposable cups. Logically, a soft disposable cup would bend before it would shatter or split suggesting a soft plastic cup would be the safest material. It should be noted that previous research has not specified the type of plastic (hard polycarbonate or soft disposable) used by venues in their studies. Therefore it is not possible to definitively conclude that a hard plastic (which may be more acceptable to patrons than a soft plastic) is unsafe.

There is an issue of what is most acceptable to venues and what is thought to be most acceptable to patrons. Relative acceptability of a change is worth bearing in mind as more acceptable choices are more likely to be seen as legitimate. Legitimate changes are more likely to be engaged with rather than resisted (Ford, Ford, & D'Amelio, 2009). Resistance by venues could involve protracted engagement with industry stakeholder groups and possibly political representatives (Homel & Clark, 1994). Graham (2000) noted that venues tend to resist change based interventions and frequently revert back to problematic practise if customers object to the changes or if they attribute a financial disadvantage to the change. This suggests that venues are unlikely to be as cooperative as desired if they cannot see benefits for themselves and their patrons. Plastic was least acceptable to most venues and so there is more chance of non-compliance.

Interviewees thought plastic would be the least acceptable option to patrons. If patrons do not accept plastic it is possible venue employees would be subjected to patron complaints and abuse (as was the reported experience of one interviewee). Graham et al (2005) suggests that staff can increase the likelihood of violence if they respond in a manner (physically or non-physically) that exacerbates the original level of patron aggression. This suggests plastic could constitute an indirect increase in ambient venue aggression although training of staff can reduce staff-patron aggression to a moderate extent (Graham et al, 2004).

Rapid removal was thought to be the second most popular option with patrons. However, despite most venues believing rapid removal to be a necessary routine housekeeping activity, it was as unacceptable to venues as plastic. A possible explanation for the unpopularity of rapid removal is that it may entail extra staff costs for venues. The most popular option (for use in isolation) with venues was toughened glass.

Despite being seen to be the least effective option for reducing the number of attempts, toughened glass was thought to be safer than normal glass and the most acceptable option to patrons. Forsyth (2008) supports the assumption of interviewees that toughened glass would be more popular than plastic with patrons. Toughened glass (if of sufficient quality to have higher impact resistance than normal glass) has been found to be safer than normal glass (Warburton & Shepherd, 2000). If venue acceptability is factored into decision making then the use of toughened glass can be justified. Interviewees were not in favour of a changeover to toughened glass on the grounds of impracticality. Four participants thought that changing all glasses to toughened glass would eliminate the impracticality issue. If practicality is a reason to avoid a changeover and changing all glasses to one material eliminates impracticality it is reasonable to specify toughened glass to be used

at all times. Therefore, consideration of venue acceptability, assumed patron acceptability, reduced injury severity and practicality would suggest toughened glasses are to be used at all times.

5.7 Summary: Toughened glass, plastic and rapid removal as sole strategy

Plastic was thought to be potentially safest but the least acceptable single option. Plastic can be expected to increase untidiness. Venue untidiness is positively associated with aggression. Patron complaints, poorly managed by insufficiently trained venue staff, may indirectly link plastic to increased aggression. There was no research evidence to support the concern that patrons would use alternative weapons such as pool cues in the absence of drinking glasses. If plastic were to be used then there was a preference for plastic to be used after a specified changeover time. Rapid removal was thought to be effective for reducing attempts, but only those that would have occurred if the patron had to pick a glass up (the minority of cases). Toughened glass was not considered effective for reducing attempts but was thought to be less injurious than normal glass. Research has shown that glass with higher impact resistance, which will be the case with a good quality toughened glass, is safer than normal glass (Warburton & Shepherd, 2000). Toughened glass was the most popular option with venues and thought to be most popular with patrons. As the most acceptable option, venues could be more compliant and patrons less averse with a change to toughened glass than plastic or rapid removal.

5.8 Combined strategies

The majority of participants believed that a combination of strategies would be more effective than making a single change. Rapid removal,

although not favoured as a single approach, was an element in most participants' favoured combinations. Five participants specified a preferred single change predicated in the belief that one safe material would be sufficient to ensure patron safety. These responses will be addressed first.

There were three different responses on the part of those who thought a single change was sufficient. Two thought plastic was the best option. As discussed above plastic has disadvantages of increased untidiness and likely unpopularity with patrons (both of which may increase ambient aggression) and unpopularity with venues (risking more non-compliance with plastic than toughened glass). Two participants mentioned toughened glass as their preference. Toughened glass has the disadvantage of not being as safe as plastic but is more acceptable. The other participant thought that the type of venue should determine whether plastic or glass should be used. This approach would do nothing to overcome the inherent disadvantages of either material. If venue type is based on a demographic indicator, for example the age of the average patron (with those attracting older patrons allowed to use toughened glass because they have drunk from a schooner all of their lives and will hate plastic), then there is little to justify this option. The reason is, as is observable in participant descriptions of the type of person who could be a glasser, demography is not a reliable indicator. However, it may be possible to distinguish between upmarket venues, for example five star hotels, and other venues.

The current sample included a five star hotel. The incident at the five star hotel occurred at a staff Christmas party (the offender was the guest of an employee) as opposed to an incident during the normal conduct of business involving a typical patron. The incidents at the casino did not occur in any of the venues fine dining or accommodation areas, but in areas frequented by a higher proportion of patrons from lower SES groups.

In terms of preferred combined approaches, if injury severity and attempt reduction are the most important decision criteria part of the decision criteria, the data driven combination of choice would be plastic and rapid removal. Given the tendency of patrons to treat plastic as disposable items (Forsyth, 2008) and an untidier venue seems to be a more violent venue (Graham et al, 2006; Homel et al, 2004) rapid removal could become more important (if plastic were to be used as part of a combined approach) than it already is. However, the rapid removal-plastic combination was only mentioned twice, and then only after a changeover to plastic at a certain time of night. The infrequency with which this combination was mentioned could be indicative of the general resistance to plastic drinking vessels.

The most popular combination with interviewees (n= 4) was rapid removal and toughened glass. The use of toughened glass together with rapid removal can be justified if acceptability to patrons and venues are included in decision making criteria along with the reduced injury severity caused by glasses with higher impact resistance than normal glass (Warburton & Shepherd, 2000). Rapid removal is a logical complement to toughened glass as a means of reducing convenience. However this combination has never been researched and so no firm prediction can be made as to its effectiveness relative to other options.

Another option would be to include a changeover to plastic after 9.00 pm in addition to toughened glass (before 9.00 p.m.) and rapid removal. Doing so would accrue the safety benefits of toughened glass and rapid removal during times when a glassing is less likely (particularly justifiable in taverns where incidents are spread over more days and more time periods) while taking advantage of the additional safety benefits of plastic during the times when a glassing is most likely. There may be some objection to a changeover to plastic on grounds of impracticality although most

interviewees were in favour of a changeover *if* plastic had to be used. It must be noted that this option was not mentioned by any participants and therefore may be considered less acceptable than their stated preference. There may also be an unacceptable financial cost to venues if they have to purchase and store and maintain a full stock of toughened glasses as well as sufficient numbers of plastic glasses for use in their peak trading hours.

Education and proactive security were present together with rapid removal and toughened glass in four separate responses. These elements indicate a place for social controls in addition to the environmental control measure of changing the drinking vessels. Traditional patron education campaigns focusing on the dangers of alcohol, presenting abstinence as the preferred option and that ignore the social context in which favourable alcohol expectancies are developed and maintained are unlikely to have a strong effect (Lanza-Kaducce, Bishop, & Winner, 1997). According to Graham (2000) education of patrons unlikely to have a positive effect on patron drinking behaviour (if used in isolation) however it may have a positive impact when used as part of an approach that includes enforcement and server training.

In terms of staff education (particularly in relation to effective proactive security) existing RSA training is unlikely to be effective for reducing aggression from patrons towards staff. Training focused on responsible service of alcohol could not be associated with improvement in either patron or staff serving behaviour in a review of published literature (Chinnock, 2006). Homel and Clark (1994) reported that physical and non-physical aggression increased when patrons were refused service. While the manner of refusal was only occasionally observed to directly cause violence, it was suggested that an intoxicated patron may argue or get abusive which may then lead to violence. In the present study, refusal of service was

reported as a cause of assault by three interviewees. It is possible for aggression specific staff training to lower the amount of aggression within venues.

The proactive security guard who can stop conflict before it starts without resorting to violence is the ideal, but least frequently encountered type of 'bouncer' (Wells et al, 1998). Security staff have been known to inflame a situation rather than calm it down (Graham et al, 2005). This is understandable given the nature of the work and combative values within the profession (Roberts, 2008). However training of bar and security staff can have a moderately negative impact on levels of venue aggression if the training concentrates on communicating appropriate responses to aggression rather RSA (Graham, 2004). This suggests that training of bar and security staff could be broadened (beyond RSA) to include aggression specific training.

5.9 Summary: Combined strategies

Most participants favoured a combined approach. The most frequently mentioned combination was toughened glass and rapid removal. Other suggestions incorporated rapid removal, toughened glass and an educative component. Education of patrons may be an effective component of a comprehensive strategy. Staff education could be broadened beyond RSA training to include aggression management.

5.10 Exempt some venues?

Most interviewees thought all venues should be changed regardless of whether a glassing had occurred in a specific venue. The dominant concern expressed by these (n = 4) participants is that selective intervention would shift the problem to 'exempt' venues without preventing glassings. For

example, rather than attend a venue that must use plastic, patrons would choose to attend a venue that is free to use glassware. Due to increased patron numbers and the continued availability of glass, glassings would be displaced to previously glassing free venues. This reasoning was used by Homel & Clark (1994) when recommending that interventions should be imposed on all venues. Research shows that displacement of crime is not an inevitable outcome of situational interventions but is more likely when potential sites are conveniently located in relation to each other (Bowers & Johnson, 2003). Therefore exemption of some venues may encourage displacement of glassing to previously unaffected venues if the imposed changes are unpopular with patrons.

Homel & Clark (1994) suggested that exempting some venues would encourage intervention sites to resist through industry bodies and local members of parliament. Another difficulty that may arise from exempting some venues is glassing may go unreported (if it occurs in an exempted venue) in an effort to prevent having to adopt changes that may cost business (Graham, 2000; Homel & Clark, 1994).

There was a theme of fairness evident across different responses (in both the 'yes' and 'no' groups). Examples are the belief a venue was already doing all it could, attracting more patrons means more potential trouble makers will be present in their venue at one time than in less successful venues, one rule for all and the desire to consider each incident separately within the operational context of the venue.

Different groups, in this instance those in favour of exempting some venues versus those against exempting some venues, are likely to have opposing ideas as to what is a fair outcome. Venues, as the recipients of a decision, are more likely to care about procedural fairness than social benefit concerns which may be more important to authorities (Heuer, Penrod &

Kattan, 2007; Homel & Clark, 1994). This means that one group or the other will be likely to believe they have been treated unfairly and neither will approach the problem from the same basis of concern as decision makers.

Groups that feel they have been treated unfairly can be motivated to perform collective efforts to restore justice, particularly when they believe the group has incurred an unacceptable cost. Behavioural effort to redress unfairness can include retaliation against the perceived source of injustice or seeking compensation for incurred costs (Mikula, 2004). However, it is possible for undesired outcomes to be accepted as fair, with an associated willingness to comply, if the decision making processes are thought to be fair. Elements of procedural fairness include appeal mechanisms, transparency of reasons for decisions, representation of stakeholders in decision making process and treating all stakeholders the same for a sustained period of time (Mikula, 2004). This suggests that even though one group of venues is unlikely to be happy with an outcome efforts could be made to ensure the decision making process is fair to all venues.

5.11 Summary 'exempt some venues'

Most venues believed all changes should be applied to all venues. The reason was that glassing would be displaced to exempted venues rather than controlled. Research suggests this is a reasonable supposition. If exemptions are made care should be taken to ensure the procedure followed was fair.

5.12 Extra factors to be considered

The most frequently mentioned extra factor (n = 10) was practicality. Practicality encompassed financial issues (purchase and replacement costs) and environmental and hygiene issues with plastic. Toughened glass would appear to be more practical than plastic. One reason is glass can be recycled

while most plastics cannot. Plastic cups are treated as disposable items, do tend to make a venue untidy, and are more likely (according to one interviewee) to be taken into toilets than glasses. Although glass does break in normal usage, it is possible that hard plastic would not last as many wash cycles as glass as it is not as hard as glass. For example hard plastic, even if it does not break as readily as glass due to normal handling (Forsyth, 2008), may develop fissures that make the plastic vessel unusable (hygiene and appearance reasons) in less time than a glass would need to be discarded.

Further, plastic is not as attractive to patrons as glassware (Forsyth, 2008; Scottish Beer & Pub Association, 2006) and as such may detract from patron enjoyment (an extra concern mentioned by four participants). If patronage levels (mentioned by three interviewees who expected plastic to be least popular with patrons) is factored into a discussion of practicality by virtue of sharing finance as a basis for concern and if plastic actually does decrease the number of patrons (no research could be located to demonstrate this effect) then plastic may have another strike against its use. However Forsyth (2008) found that older patrons, who found plastic particularly distasteful when compared to younger patrons, could appreciate that plastic was safer than glass. Patrons felt safer in 'plastic' venues in the Foryth (2008) study. Patrons would rather attend safe than unsafe venues (Skinner et al, 2005). Fear based information can successfully change attitudes if the recipient believes that the threat is personally relevant (Crano & Prislin, 2006). Therefore the potential exists to combine fear of injury and safety advantages of plastic compared to glass in an educative advertising campaign. However, 'education' is probably of questionable effectiveness if used in isolation (Graham, 2000).

The next most frequently mentioned consideration was that patrons should be taking some responsibility for their own behaviour (n = 6). The

published research suggests that venue environments tend to be more predictive of aggression than patron characteristics. Therefore venues cannot lay all the blame on patrons. However, as previously cited research indicates, violence in venues appears to involve an interaction of the amount of alcohol consumed, venue atmosphere (physical and social) and patrons who are predisposed to perceive hostile intent where none may exist and/or have high alcohol aggression expectancies. Therefore patrons do have a degree of responsibility.

Impulsive aggression can be associated with a number of problems such as deficiencies in brain chemistry, problems in the physical structure of the brain, a number of personality disorders including antisocial personality disorder (Gauthier et al, 2009; Moeller & Dougherty, 2001), low empathy (Giancola, 2003) and ineffective problem coping responses such as rumination (Denson et al, 2009). Impulsive behaviours are associated with immediate reward, for example enjoying an immersive adrenaline rush while fighting (Geraham & Wells, 2003), more than concern for long term consequences (Fillmore, Ostling, Martin & Kelly, 2009; Strack & Deutsch, 2001). Those predisposed to impulsive displays of aggression tend to lack the ability or motivation to reflect on the accuracy of their interpretation of an ambiguous behaviour and aggress automatically (Strack & Deutsch, 2004). The negative behavioural aspects of these many problems are more likely to be associated with high alcohol consumption within venues (Treno et al, 2007).

It can be argued that patrons whose aggression is caused by factors like those mentioned in the previous paragraph do have responsibility for their own mental health and should actively seek help for their problems. However, these people are particularly unlikely to seek help of their own accord, instead using alcohol and other drugs as a coping mechanism (Denson et al, 2009; Fridell, Hesse, Jaeger & Kuhlhorn, 2008). Even if an

individual did seek help, what would actually constitute effective treatments for adult aggression is as yet poorly understood (Coccaro, Noblett & McCloskey, 2009). The suggestion is patrons with characteristics that predispose them to be impulsively aggressive are least likely and least able to be responsible for themselves, even if psychotherapeutic help were to be sought.

Circumvention of reflective reasoning processes by impulsively aggressive patrons (Krieglmeyer et al, 2009) makes it unlikely that messages contained within educative advertising (for example urging patrons to take responsibility for their own action or go to jail if they act irresponsibly) would have an influence on those most likely to resort to glassing in situ. However, there is no concrete evidence within the current data to indicate that interviewees are correct in the premise that all glassing incidents on the Gold Coast were enacted by fundamentally aggressive patrons. It is possible clinically normal people were at fault in some cases. For clinically normal patrons it may be possible to use a sophisticated advertising campaign that addresses social context, positive association between alcohol and aggression and individual responsibility (Graham & Wells, 2003; Lanza-Kazdan et al, 1997) combined with enforcement (Graham, 2000) to limit the spread of glassing as socially approved and contextually appropriate through provision of information in advertisements.

Venue type was mentioned by four participants as an extra factor to be considered. Interviewees were referring to age of patrons as a guide on the basis that older people will not like change and they are less likely to glass than a younger person. Interviewees did believe that most glassings are performed by younger male patrons. However they also indicated that demography was not a reliable indicator. Even if glassings were only performed by young people (assuming youth is a perfect predictor for

glassing), venues would have to refuse entry to all young people and only allow in older patrons. Otherwise the risk of glassing would remain, proportionate with the ratio of old to young patrons, with resulting injuries just as severe as are currently caused by whatever material venue glasses are currently made of.

A desire for procedural fairness is evident in the desire for more industry consultation (n= 4) before a final decision was made as to what should be done to control glassing. A means of doing so would be to organise a forum for industry stakeholders. A glassing forum would meet needs for procedural fairness by allowing stakeholder participation and provide an opportunity for decision makers to present information explaining what and why a particular choice was made and how it was to be implemented. Presenting information would appear to be necessary as providing information limits uncertainty generated by major operational changes (Allen, Jimmieson, Bordia, & Irmer, 2007). Open communication is effective for countering defensiveness, cynicism, distrust and misinformation (Ford et al, 2008) that may exist around the need to take special steps to control glassing.

Further, a glassing forum would provide an opportunity for discussion of opposing views and conveys a respectful attitude towards the industry on the part of the decision making body. Providing an opportunity for dissent and being respectful are consistent with principles of procedural justice (Mikula, 2004). Further task focused discussion of opposing views can be beneficial to decision makers (Ford et al, 2008). A possible benefit is that openly discussing opposing views and providing a rational argument and information sharing can increase acceptance of the change to a greater degree than would be achieved without allowing frank discussion (Ford et al, 2008). For example, intoxication was rarely mentioned by interviewees even though alcohol consumption is part of the overall mix that contributes to aggression

in venues (Green & Plant, 2007). A forum would allow provision of information to venues about the role alcohol, venue atmosphere and patron characteristics collectively and relatively contribute to venue aggression. The goal should be to let the venues realise for themselves that the proposed changes make sense through active engagement with information (Ford et al, 2008).

Queensland Liquor Licensing would appear to be the logical choice to organise and run the forum/s, possibly in liaison with LICA and the SPLVA in their capacity as stakeholder representatives. Both of these stakeholder bodies have cooperated with the researchers during conduct of the present project. Such a presentation could involve showing numbers of incidents in different locations (as some venues do not believe the Gold Coast is overly represented in glassing incidents) and the current data on which vessel is safest. These forums might be particularly useful for presenting technical information about the final choice of drinking vessel material. Plastic will be used as an example here as most venues would prefer glass, venues can be expected to face a lot of patron complaints and plastic may lead to a down-turn in patronage. It may be useful to arrange a display of plastic products that are available with a demonstration of plastic compared to glass in a simulated glassing assault.

5.13 Summary: Extra factors to be considered

Practicality was the dominant concern. Plastic is less practical (as defined in the current research) than toughened glass. Concerns about patron reaction to plastic might be partially addressed by stressing personal safety benefits of plastic compared to glass in an advertising campaign. Patron responsibility was the next most frequently mentioned them. Research

showed that impulsive aggression is the outcome of a complex mix of factors which lessen the likelihood that those most predisposed to resort to glassing being least able to be personally responsible. However non-psychopathological patrons can be expected to take some responsibility for their actions. A glassing forum would be beneficial for increasing perceived fairness of any changes and allow the gathering of additional information from stakeholders.

6. Recommendations and Conclusion

A list of practical recommendations, drawn from an integration of previous research and the present study, is presented below. Recommendations target venues, patrons and the lack of existing research which could be used to implement evidence based initiatives.

The potential safety benefits of one type of drinking vessel over another is only one component venues would like taken into consideration. While plastic is thought to be a safer material, toughened glass is likely to be more practical and is more acceptable (than plastic) to most participating venues. Venue and patron acceptance of a change is likely to impact on the smoothness of a transition in practices.

Recommendation 1a.

The use of plastic glasses in conjunction with rapid removal of empty glasses is recommended for all Gold Coast venues. Neither toughened glass nor normal glass should be used during this trial period.

Recommendation 1b.

If venue and patron preference is part of the decision criteria then trial toughened glass and rapid removal in all Gold Coast venues. If after the trial period there is no improvement, consider either mandating the use of plastic instead of toughened glass OR toughened glass and rapid removal until 9.00 p.m. on weekends. After which all drinks are to be served in plastic, with a continuation of rapid removal.

Most interviewees believed that glasses were used as weapons because they are convenient. The effectiveness of rapid removal as a safety measure is

dictated by the speed with which an empty glass is collected. Quick service lessens the chance of patron aggression therefore bar staff should not be used to collect empty glasses when venues are busy. Security guards may not be able to perform their primary role efficiently if they are encumbered by armfuls of empty glasses and so should not be routinely used to collect empty glasses.

Recommendation 2.

Venues should roster a sufficient number of staff to be used specifically for the rapid removal of empty glasses. The use of serving staff or security staff is not recommended.

Aggression in venues is multifaceted. While alcohol consumption is related to aggression it is not the only cause of violence. Staff behaviour can also affect the frequency with which aggressive acts are committed. RSA training is not necessarily designed to help staff identify or manage sources of aggression or how best to manage a situation to avoid violence before it is initiated.

Recommendation 3.

Staff training needs to be expanded to include an aggression awareness component. The aggression awareness training should be undertaken in addition to existing RSA training.

Perceived procedural fairness impacts on the perceived legitimacy of decisions. The negative reaction to an undesired decision can be minimised if the manner in which the decision is reached can be accepted as appropriate given the situation. Elements of a fair procedure include provision of

information that demonstrates the reasoning behind a decision, participation by stakeholders and respectful treatment of the stakeholders by decision makers. A glassing forum could be beneficial for increasing the perceived procedural fairness of decision maker actions in the minds of venues.

Recommendation 4.

Liquor licensing in cooperation with industry representative groups should consider organising and running information forums for venues on the topic of preventing glassings.

Patron behaviour contributes to the atmosphere within a venue. One influence on patron behaviour is the accepted social conduct norms that are perceived to apply within a venue. Advertising which clearly demonstrates the unacceptability of glassing can contribute to reducing the likelihood of glassings becoming an acceptable norm. Education is most effective when combined with enforcement.

Recommendation 5a.

An educative advertising campaign should be developed. This campaign could focus on negative consequences to victims and assailants.

Recommendation 5b.

The stringency of penalties imposed on glassers should be made public. This does not require the naming of offenders, only the type of punishment imposed on the perpetrator.

During conduct of this study it became evident that the existing glassing specific research derived evidence base is insufficiently developed.

The conduct of future research would be beneficial for reducing uncertainty regarding the causes and control of glassing.

Recommendation 6.

It is recommended that a systematic program of research into glassing (and non-glassing) assault be developed, conducted, analysed and reported. Suggested areas of interest are presented below as research recommendations.

The physical environment within venues interacts with the characteristics of the patrons, drinking pattern and staff characteristics when predicting both non-glassing aggression and glassing. An audit of the physical and social environment within Gold Coast venues was beyond the scope of the present project.

Recommendation 7.

The physical aspect of the venue environment can be examined as a predictor of aggression frequency and severity (for example noise, cleanliness and crowding around particular areas). The relative importance of each separate factor (as a predictor of aggression) can be derived through use of appropriate statistical procedures.

Staff behaviour has an impact on the level of ambient aggression. Training and staff experience contribute to staff behaviour.

Recommendation 8.

RSA training as delivered in Queensland should be evaluated. The evaluation should relate to the general efficacy of RSA training on RSA practice and examine whether or not RSA training can be associated with prevalence of violence in venues.

No existing research conclusively proves that toughened glass is less injurious than normal glass in the context of a glassing. Research has indicated that plastic is safer than glass, yet some participants in this study believe that hard plastic is as dangerous as glass. International research has not addressed the potential safety advantages or risks inherent in different types of plastic.

Recommendation 9.

In order to test which type of drinking vessel (normal glass, toughened glass and hard plastic) is actually safest trial based field research is recommended. Factors to be considered in this research could include the shape of the drinking vessel, impact resistance of the material, likelihood and seriousness of blunt force trauma, likelihood and seriousness of laceration, and which angle of attack is most dangerous for each material when used as a weapon.

Participants believed that a person who would glass another person is a fundamentally flawed human being. Research does indicate that intrapersonal traits can predispose an individual to be more aggressive when faced with an ambiguous social interaction. No existing research addresses the relationship between intrapersonal traits and glassing behaviour.

Recommendation 10.

Quasi-experimental multi-disciplinary research comparing the psychological profile of 'glassers' to people who have been involved in non-glass assaults and a

control group who have never been involved in an assault of any kind in a venue should be conducted. This research could include a review of sentencing remarks and remarks by offenders in court documents as a qualitative correlate of quantitative data.

It was not possible with the present data to determine whether most offenders were local residents or, as suggested by interviewees (when asked why glassing would be more frequent on the Gold Coast than in other places such as Brisbane), transient holiday makers acting in a way they would not act at home.

Recommendation 11.

Further research should examine whether there is a connection between place of residence and non-glassing and glassing assaults in Gold Coast venues and whether the connection is stronger on the Gold Coast compared to areas (such as Brisbane) that are not as economically reliant on tourism.

6.1 Conclusion

Glassing assaults are very difficult to predict. As with non-glassing assaults, there are multiple causes acting in concert. Most interviewees believed the reason for using a glass as a weapon is that it is convenient. Most glasses used in assaults were being held prior to the assault rather than picked up. A glassing is most likely to occur in either a tavern or a nightclub on weekends between 9.00 p.m. and 3.00 a.m, although glassing in taverns have been reported throughout the week and earlier in the afternoon and evening. Glassing cannot be differentiated from non-glassing assaults by original reason for confrontation. Most assaults in venues involve minor or accidental contact, arguments of an unspecified cause and competition over,

or protection of, female patrons. There is some doubt on the part of interviewees that glassings are more prevalent now than in the past and some doubt as to whether there are more glassing on the Gold Coast than occurs in Brisbane.

The majority of glassings were performed by young males, although most participants in this study thought it was next to impossible to distinguish a potential glasser from other patrons. Male perpetrators only assaulted other males while female perpetrators were as likely to assault another female as they were to assault a male. Reference was made to problematic intrapersonal traits more then demography when describing the type of person who would resort to glassing. The published research cited in this report does suggest a variety of psychological disorders and intrapersonal characteristics can predispose a person to acts of impulsive violence when consuming alcohol. The contention made by some participants that the media put the idea of glassing into patrons' heads was not convincingly supported by the cited literature, although there is some suggestion that there is a weak link between violent behaviour and exposure to violent media if the individual is already predisposed to be unusually aggressive. There was no data in the present study that would demonstrate whether the glassings contained in this report were performed by patrons with psychological problems of the sorts psychological research suggest would predispose an individual to be impulsively aggressive.

Previous research that has examined aggression in venues suggests that physical and social characteristics of venues, for example untidiness, patron comfort, staff behaviour and crowding of patrons are at least as important as the nature of individual patrons when predicting aggression. This indicates patrons have a degree of responsibility for their own actions and venues have a responsibility to mange themselves in a manner that

minimises the likelihood of patron aggression. Efforts can be made to encourage patrons to take responsibility for themselves. An educative advertising campaign demonstrating the negative consequences of glassing to victims and perpetrators, together with enforcement of strong penalties on perpetrators may decrease the likelihood of patrons automatically using a glass as a weapon. The potential for aggression specific training of venue staff, intended to increase the ability of staff to proactively defuse situations before they degenerate to the point of an assault, is worth exploring.

The limited amount of previous research that has examined the relative safety of plastic to glass or toughened glass to normal glass suggests that plastic is the safest material in terms of injury severity. However plastic tends to be treated as a disposable item by patrons making for an untidier venue. Untidiness is a predictor of venue aggression, which may explain why the only study to compare plastic to glass in relation to venue violence found more violence in 'all plastic' venues rather than venues using toughened glass. Another disadvantage to plastic is that venues were more accepting of toughened glass (mostly due to expected patron acceptance) and suggested by interviewees to be least acceptable to patrons. Plastic is likely to have more adverse environmental impacts than glass and will not last as long as a glass in routine service.

The most acceptable drinking vessel to venues (and assumed to be for patrons) was toughened glass. Previous research has found that a safer glass drinking vessel will be one with higher impact resistance than normal glass. This is likely to be a good quality toughened glass rather than a normal glass, although a poor quality toughened glass can be more dangerous than a normal annealed glass.

Rapid removal has not been studied as a means of limiting aggression in venues or for controlling glassing. Given that glass is used because it is a convenient weapon it would be reasonable to assume that removing glasses quickly reduces convenience and thereby opportunity to 'glass'. Logically, rapid removal can reduce the frequency of attempts but would not reduce the severity of injuries caused unless a safe drinking vessel is also used. Rapid removal would be best facilitated by using staff whose primary role is to clear tables as opposed to using bar staff or security guards.

Venues mostly preferred a combination of different tactics as part of a holistic glassing control strategy rather than relying on one change. Rapid removal (more acceptable to most participants as part of a combination than as a stand-alone practice) would be a logical component of any approach that relied on changing drinking vessels. For example rapid removal (or rapid tidying) may go some way to minimising the influence of untidiness on aggression if plastic was to be mandated for use. The most acceptable combination to the majority of venues was toughened glass and rapid removal. There was also support for behavioural management strategies at a general social level, most notably increased punishment for offenders and educative advertising, together with changes to glassware and rapid removal.

The majority of venues in this sample would prefer any changes to apply to all venues. The most frequent argument in favour of this was that exemptions would only move problem patrons to previously unaffected venues. Research would indicate that glassing displacement is a real possibility.

No matter what decision is finally made there is likely to be resistance on the part of venues that did not get the outcome they most favoured. Research suggests that an explicitly fair procedure can decrease the

opposition to an unwanted decision. Procedural fairness is enhanced when stakeholders are allowed a voice, when they are presented with accurate unbiased information and when they feel they have been treated with respect. One practical step that can be taken is to organise a glassing forum. A program of future research is recommended to address the lack of a compelling evidence base in existing literature and for evaluation of the impact of any changes made to Gold Coast venues.

The present study had limitations that must be acknowledged. One is the inability to provide quantitative data from the survey developed for this project. This decision was made due to very poor response rate on the part of venue staff. Industry groups (LICA, SPLVA and QHA) and the casino were fully cooperative in terms of providing access to potential participants (by allowing an opportunity to address members at meetings or disseminating surveys) staff participation was voluntary. The small sample size is also the most notable limitation with regards to the interviews. While their information is likely to be valid in terms of being an honest relaying of their own experiences, a larger sample size would allow for more confidence in the representativeness of their comments. The small sample made it impossible to report anything more sophisticated than simple frequency counts. Having said this, the reasonableness (or otherwise) of interview data was discussed in relation to previously published academic research.

One strength of this study is that raw data was collected from people who are actively working in venues at the time and from official reports documenting specific instance at a point in time when glassing is beginning to become a noticeable problem. Interviewee responses are informed by current and previous experience, lending a higher level of ecologically validity than would have been achieved through a controlled experiment under laboratory conditions. This research is the only study that has been conducted with the

intention of examining glassing assaults in Gold Coast venues and is one of the few studies that have addressed glassing in venues internationally. Potential problems and knowledge gaps have been identified with solutions proposed. Given that glassing is just now beginning to become a noticeable problem this research serves as a useful platform from which to refine future research and practice.

In conclusion, it can be said that glassing assaults are unlikely to be solved with one simple magic bullet. Glassing assaults are difficult to predict from circumstance and there is no one type of person that can be identified as the definitive 'glassing type'. Similar to non-glassing assaults there are multiple causes acting in concert to produce an undesirable outcome. Each of the three proposed drinking vessel based control measures has advantages and disadvantages relative to each other (although plastic is likely to cause less severe injuries). Therefore a holistic strategy involving a combination of situational management and broader social controls is likely to be the most effective, though imperfect means of controlling glassing in Gold Coast venues.

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Appendix 1. List of recommendations

1.1 Recommendations

Recommendation 1a.

The use of plastic glasses in conjunction with rapid removal of empty glasses is recommended for all Gold Coast venues. Neither toughened glass nor normal glass should be used during this trial period.

Recommendation 1b.

If venue and patron preference is part of the decision criteria then trial toughened glass and rapid removal in all Gold Coast venues. If after the trial period there is no improvement, consider either mandating the use of plastic instead of toughened glass OR toughened glass and rapid removal until 9.00 p.m. on weekends. After which all drinks are to be served in plastic, with a continuation of rapid removal.

Recommendation 2.

Venues should roster a sufficient number of staff to be used specifically for the rapid removal of empty glasses. The use of serving staff or security staff is not recommended.

Recommendation 3.

Staff training needs to be expanded to include an aggression awareness component. The aggression awareness training should be undertaken in addition to existing RSA training.

Recommendation 4.

Liquor licensing in cooperation with industry representative groups should consider organising and running information forums for venues on the topic of preventing glassings.

Recommendation 5a.

An educative advertising campaign should be developed. This campaign could focus on negative consequences to victims and assailants.

Recommendation 5b.

The stringency of penalties imposed on glassers should be made public. This does not require the naming of offenders, only the type of punishment imposed on the perpetrator.

Recommendation 6.

It is recommended that a systematic program of research into glassing (and non-glassing) assault be developed, conducted, analysed and reported. Suggested areas of interest are presented below as research recommendations.

Recommendation 7.

The physical aspect of the venue environment can be examined as a predictor of aggression frequency and severity (for example noise, cleanliness and crowding around particular areas). The relative importance of each separate factor (as a predictor of aggression) can be derived through use of appropriate statistical procedures.

Recommendation 8.

RSA training as delivered in Queensland should be evaluated. The evaluation should relate to the general efficacy of RSA training on RSA practice and examine whether or not RSA training can be associated with prevalence of violence in venues.

Recommendation 9.

In order to test which type of drinking vessel (normal glass, toughened glass and hard plastic) is actually safest trial based field research is recommended. Factors to be considered in this research could include the shape of the drinking vessel, impact resistance of the material, likelihood and seriousness of blunt force trauma, likelihood and seriousness of laceration,

and which angle of attack is most dangerous for each material when used as a weapon.

Recommendation 10.

Quasi-experimental multi-disciplinary research comparing the psychological profile of 'glassers' to people who have been involved in non-glass assaults and a control group who have never been involved in an assault of any kind in a venue should be conducted. This research could include a review of sentencing remarks and remarks by offenders in court documents as a qualitative correlate of quantitative data.

Recommendation 11.

Further research should examine whether there is a connection between place of residence and non-glassing and glassing assaults in Gold Coast venues and whether the connection is stronger on the Gold Coast compared to areas (such as Brisbane) that are not as economically reliant on tourism.

Appendix 2. Questions for interview with key stakeholders

Thank you for agreeing to participate in this interview. The project is being managed by Griffith University on behalf of the Liquor Licensing Division of the Dept. of Treasury. In brief, the project is a response to the increased number of glassing incidents on the Gold Coast in the last year. The aims of the project are to:

- to examine trends in glassing incidents at or near licensed premises in Queensland
- to uncover the precursors and risk factors that relate to these incidents
- to develop practical recommendations to inform possible changes in practices to prevent glassing incidents in licensed premises in Queensland

The answers you provide will be considered confidential. If you do not wish to answer a question then you do not have to answer it. If you do not wish to complete the interview then you can stop it at anytime. Do not be concerned about whether your answers are 'right' or 'wrong'. We really are interested in your ideas and your experience.

Do you agree to participate?

---

1. How long have you been working for this venue?

2 What is your official work role title?

3 How long have been performing this role?

4 What sort of tasks are you responsible for in your work role?

5 Are non-glassing assaults unusual or fairly common in this venue?

6. Is there a time or times when assault is most likely to occur?

7. Could you describe the circumstances surrounding a 'typical' non-glassing assault?

8. What type of person usually seems to be involved in these incidents?

9. Do these assaults generally involve some kind of weapon?

10. What seems to be the most commonly used weapon?

11. Could you describe the type of person who is most likely to use a weapon?

12. Do you think glassing is more common than it used to be (why/why not)?

13. Do you think glassing occurs in different circumstances than a non-glassing assault?

14. Why do you think glassing occurs more frequently on the Gold Coast compared to, for example, Brisbane?

15. Are you aware of any glassing incidents in this venue?

16. Have you personally witnessed a glassing?

17. Could you describe the type of person most likely to glass someone?

18. Do you think glassing is actually a big enough problem that some form of preventative action needs to be taken?

19. Do you think using toughened glass would reduce glassing (why/why not)?

20. Do you think using toughened glass would reduce the severity of injuries from glassing (why/why not)?

21. What you think about changing over to toughened glass at a specific time, for example 9.p.m. instead of banning glass altogether?

22. Do you think the use of plastic would reduce glassing?

23. Do you think using plastic would reduce the severity of injuries from glassing (why/why not)?

24. What do you think about changing over to plastic at some time during the night, for example 9.00 p.m. instead of banning glass all together?

25. Do you think rapid removal of empties would reduce glassing?

26. Which of these three options (toughened glass, plastic, rapid removal) would be most popular with patrons (and why)?

27. Which of these options would be least popular with patrons (why/why not)?

28. Which of these options would be most popular with venue management (and why)?

29. Which of these options would be least popular with venue management (why/why not)?

30. Do you think a combination of strategies would be more advantageous than just implementing a single change (why/why not)?

31. What factors do you think authorities should take into consideration when specifying which strategy will be adopted?

32. What do you think about leaving most venues as they are, but making venues where glassing has occurred adopt changes?

33. Can you think of a better way to prevent glassing than the three methods (toughened glass, plastic, rapid removal) we have addressed?

34. Would it be possible to approach staff to fill in a survey for the project?

Appendix 3. Survey developed for project

Understanding Glassing Incidents on Licensed Premises in Queensland: Prevalence, Dimensions, Prevention and Control

Thank you for agreeing to participate in the current survey into glassing in licensed venues.

Glassing is the practice of thrusting a drinking vessel (a drinking glass, tumbler or bottle) into the body of another person. There has been an increase in the number of reported incidents over the last twelve months. The injuries resulting from 'glassing' can be permanently disfiguring, potentially life threatening and psychologically distressing.

The survey should take no more than 15 minutes to complete. It is divided into three sections.

The first section relates to your perceptions of the licensed venue environment ***during times when an assault is most likely to occur.***

The second section asks questions pertinent to assault/s in the venue and the practice of glassing in particular ***during times when these activities are most likely to occur.***

The third section asks for general demographic information such as sex and age. We do not want to know your name.

Note that your responses are confidential. All surveys will be kept in a secure location with all data being reported at the group level. No information that may be used to identify any individual participant will be relayed to employers.

Note that you have the right to withdraw at any time. If you do not feel comfortable answering a question or questions you may skip it/them. If you do not want to participate then you do not have to.

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Section 1.

Licensed venue (LV) environment during peak times for assault

Questions in this section refer to the period of time when assaults are most likely to occur in the LV.
When answering each question ***please provide only one response (unless otherwise specified and applicable****) that best reflects the answer you believe to be most accurate.*

1. What sex are most of your patrons?

a. Female
b. Male
c. Approximately equal split

2. Do the majority of patrons tend to stay at the LV for long periods or do patrons tend to visit the LV after drinking elsewhere and then move on?

a. Stay
b. Move on

3. Do patrons tend to stay around or do they leave the premises promptly after the LV closes?

a. Stay
b. Leave promptly

Question	Not very clean		Somewhat clean			Very clean	
4. How clean are LV premises inside?	1	2	3	4	5	6	7
5. How clean are LV premises outside (e.g car park or and/or footpath?)	1	2	3	4	5	6	7

6. How well ventilated is the LV?

Not very well			Somewhat well			Very well
1	2	3	4	5	6	7

7. How noisy is the LV? ***A sign of a very quiet LV is one where a normal conversation can be carried on without unduly raising the voice. Signs of a very loud LV include conversations must be shouted or patrons can be seen congregating in quieter areas.***

Very quiet			Somewhat loud			Very loud
1	2	3	4	5	6	7

8. How well known is the LV for having promotions that encourage drinking (e.g. cheap drinks)?

Not well known		Somewhat well known			Very well known	
1	2	3	4	5	6	7

9. How rough is the LV by reputation?

Completely safe		Somewhat rough			Very rough	
1	2	3	4	5	6	7

10. Does the LV have separate groups of staff for bar service and floor staff for clearing tables?

a. Yes

b. No

The following sets of questions relate to various LV staff issues.

Question	Completely insufficient		Somewhat sufficient			Completely sufficient	
11. Do you think the number of bar staff is sufficient to provide the best service to patrons?	1	2	3	4	5	6	7
12. Do you think the number of floor staff is sufficient to keep the LV clean?	1	2	3	4	5	6	7

13. Do you think the number of security staff is sufficient to maintain patron safety?	1	2	3	4	5	6	7

Question	**Very low**		**Somewhat adequate**			**Very high**	
14. How would you rate the quality of supervision provided to bar staff?	1	2	3	4	5	6	7
15. How would you rate the quality of supervision provided to floor staff?	1	2	3	4	5	6	7
16. How would you rate the quality of supervision provided to security staff?	1	2	3	4	5	6	7

Question	**Not very high**		**Somewhat high**			**Very high**	
17. How high is the turnover rate in bar staff?	1	2	3	4	5	6	7
18. How high is the turnover rate in floor staff?	1	2	3	4	5	6	7
19. How high is the turnover in security staff at the LV?	1	2	3	4	5	6	7

Question	**Not very tolerant**	**Somewhat tolerant**	**Very tolerant**

20. How tolerant is LV staff of 'rowdy' patron behaviour?	1	2	3	4	5	6	7
21. How tolerant is LV staff of explicitly sexual behaviours?	1	2	3	4	5	6	7
22. How tolerant is LV staff of impolite behaviour by obviously intoxicated male patrons?	1	2	3	4	5	6	7
23. How tolerant is LV staff of impolite behaviour by obviously intoxicated female patrons?	1	2	3	4	5	6	7

The next 11 questions ask about LV handling of intoxicated patrons and the frequency of patron aggression in response.

24. Does the LV have a 'chill out' room?

a. Yes

b. No

25. Does the LV provide free drinking water to patrons?

a. Yes

b. No

26. Have you been given clear instructions on how to respond to intoxicated patrons in the LV?

a. Yes

b. No

Question	Very unlikely		Somewhat likely			Very likely	
27. How likely are obviously intoxicated patrons to be refused service?	1	2	3	4	5	6	7
28. How likely are obviously intoxicated patrons to be offered a non-alcoholic beverage instead of an alcoholic beverage?	1	2	3	4	5	6	7
29. How likely are obviously intoxicated patrons to be refused entry?	1	2	3	4	5	6	7
30. How likely is an obviously intoxicated patron to be removed by LV staff *before* another patron complains about them?	1	2	3	4	5	6	7
31. How likely is an obviously intoxicated patron to be removed by LV staff *after* another patron complains about them?	1	2	3	4	5	6	7

The next eight items relate to aggression on the part of patrons and LV staff.

Question	Never	About half the time	Always

32. How often does a patron refused service for intoxication respond aggressively?	1	2	3	4	5	6	7
33. How often does an intoxicated patron offered a non-alcoholic beverage respond aggressively?	1	2	3	4	5	6	7
34. How often does a patron refused entry for intoxication respond aggressively?	1	2	3	4	5	6	7

Question	**Not very aggressive**			**Somewhat aggressive**		**Very aggressive**	
35. How aggressive do you think the majority of security staff are towards patrons?	1	2	3	4	5	6	7
36. How aggressive do you think the majority of bar or floor staff are towards patrons?	1	2	3	4	5	6	7
37. How aggressive do you think the majority of patrons are towards security staff in the LV?	1	2	3	4	5	6	7
38. How aggressive do you think the majority of patrons are towards bar and floor staff in the LV?	1	2	3	4	5	6	7
39. How aggressive do you think the majority of patrons are towards other patrons in the LV?	1	2	3	4	5	6	7

Section 2.

General assault and glassing specific questions

40a. How prevalent are non-glass assaults in the LV between *Monday-Thursday*?

a. Never

b. One per year

c. One per month

d. One per fortnight

e. One per week

f. One per day (*Monday-Thursday*)

g. More than one a day (*Monday-Thursday*)

If you circled 'g' can you please estimate the number of assaults that you would normally expect to occur in the LV between Monday-Thursday?

40b. How prevalent are non-glass assaults in the LV between *Friday-*

a. Never

b. One per year

c. One per month

d. One per fortnight

e. One per weekend (*Friday–Sunday*)

f. More than one per weekend (*Friday-Sunday*)

If you circled 40a 'a' AND 40b 'a' please skip to q47a

If you circled 'f' can you please estimate the number of non-glass assaults you would normally expect to occur in the LV between Friday-Sunday?

_____

41. Is there a time period or periods (if applicable) when non-glass assault/s are most likely to occur in the LV (e.g. Friday between 3pm-6pm?).

1._____

2._____

3._____

42. What age bracket includes those responsible for most non-glass assaults?

a. 15-24

b. 25-34

c. 45-54

d. 55-64

e. 65 and up

43. Please specify the area where non-glass assaults most frequently occur?

a. point of entry or exit

b. drink serving area/s

c. food serving area/s

d. general seating area/s

e. restrooms

f. dance floor/stage

g car park

h. footpath

i. no specific area

j. other

Please specify other area

_____

44. How easily can patrons to move to, around, and away from the area specified at the previous question?

Not very easily **Somewhat easily** **Very easily**

1 2 3 4 5 6 7

45. How well monitored is the specified area?

Not very well **Somewhat well** **Very well**

1 2 3 4 5 6 7

46. How often are non-glass assaults reported to police?

a. Never

b. Only if physical injury results from confrontation.

c. Only at patron/s request

d. Always

47a. How prevalent is 'glassing' in the LV between *Monday-Thursday*?

a. Never

b. One per year

c. One per month

d. One per fortnight

e. One per week

f. One per day (*Monday-Thursday*)

g. More than one a day (*Monday-Thursday*)

If you circled 'g' can you please estimate the number of glassings that you would normally expect to occur in the LV between Monday-Thursday?

_____

47b. How prevalent is glassing in the LV between *Friday-Sunday*?

a. Never

b. One per year

c. One per month

d. One per fortnight

e. One per weekend (*Friday–Sunday*)

f. More than one per weekend (*Friday-Sunday*)

If you circled 'f' can you please estimate the number of glassings that you would normally expect to occur in the LV between Friday-Sunday?

IF YOU CIRCLED Q40a 'a', Q40b 'a', Q47a 'a' AND Q47b 'a' PLEASE SKIP TO Q92

48. What age bracket includes those responsible for most glassing?

a. 15-24

b. 25-34

c. 45-54

d. 55-64

e. 65 and up

49. Please specify the area where glassing has most frequently occurred

a. point of entry or exit

b. drink serving area/s

c. food serving area/s

d. general seating area/s

e. restrooms

f. dance floor/stage

g car park

h. footpath

i. no specific area

j. other

Please specify other area

_____

50. How easily can patrons move to, around, and away from the area specified in the previous question?

Not very easily		**Somewhat easily**			**Very easily**	
1	2	3	4	5	6	7

51. How well monitored is this area?

Not very well		**Somewhat well**			**Very well**	
1	2	3	4	5	6	7

52. How often are glassings reported to police?

a. Never

b. Only if physical injury results from confrontation.

c. Only at patron/s request

d. Always

53. Have you personally witnessed a non-glass assault/s in the LV?

a. No

b. Yes

54. Have you personally been the victim of a non-glass assault in the LV?

a. No

b. Yes

55. Have you personally witnessed a glassing/s in the LV?

a. No

b. Yes

56. Have you ever been the victim of a glassing/s in the LV?

a. No

b. Yes

There are a number of potential weapons in an LV. The next group of questions refer to the likelihood that a particular weapon would be used and how acceptable weapon use is during altercations in the LV.

Question	Very unlikely	Somewhat likely	Very likely

57. How likely is a patron to use a non-glass weapon/s found inside the LV (e.g. pool cues, tables and chairs) as a weapon compared to using no weapon at all?	1	2	3	4	5	6	7
58. How likely is a patron to use a glass drinking vessel as a weapon compared to using no weapon at all?	1	2	3	4	5	6	7
59. How likely is a patron to use a non-glass weapon/s found inside the LV (e.g. pool cues, tables and chairs) compared to using a glass drinking vessel?	1	2	3	4	5	6	7

Question	**Completely unacceptable**			**Somewhat acceptable**			**Completely acceptable**
60. How acceptable is fighting without weapons to the average patron of the LV?	1	2	3	4	5	6	7
61. How acceptable is fighting with non-glass weapons to the average patron of the LV?	1	2	3	4	5	6	7
62. How acceptable is glassing to the average patron of the LV?	1	2	3	4	5	6	7

The next block of questions relate to the likelihood that males and females would be involved in an assault and the likelihood that weapons use may vary depending on the gender of those involved.

Question	Very unlikely		Somewhat likely			Very likely	
63. How likely is an assault in the LV to involve only males?	1	2	3	4	5	6	7
64. How likely is a non-glass weapon to be used in an assault involving only males?	1	2	3	4	5	6	7
65. How likely is a glass weapon to be used in an assault involving only males?	1	2	3	4	5	6	7
66. How likely is an assault in the LV to involve a male assaulting a female?	1	2	3	4	5	6	7
67. How likely is a non-glass weapon to be used in an assault where a male assaults a female?	1	2	3	4	5	6	7
68. How likely is a glass weapon to be used in an assault where a male assaults a female?	1	2	3	4	5	6	7
69. How likely is an assault in the LV to involve only females?	1	2	3	4	5	6	7
70. How likely is a non-glass weapon to be used in an assault involving only females?	1	2	3	4	5	6	7
71. How likely is a glass weapon to be used in an assault involving only females?	1	2	3	4	5	6	7
72. How likely is an assault in the LV to involve a female assaulting a male?	1	2	3	4	5	6	7

73. How likely is a non-glass weapon to be used in an assault where a female assaults a male?	1	2	3	4	5	6	7
74. How likely is a glass weapon to be used in an assault where a female assaults a male?	1	2	3	4	5	6	7

Assaults can occur for different reasons. For example, sometimes a patron is assaulted because they express disapproval to another patron about their rudeness to a member of LV staff. The next set of questions asks you to rate the likelihood of an assault in response to different provocations.

Question	**Very unlikely**		**Somewhat likely**				**Very likely**
75. How likely is an unprovoked assault in the LV?	1	2	3	4	5	6	7
76. How likely is a non-glass weapon to be used in an unprovoked assault?	1	2	3	4	5	6	7
77. How likely is a glass weapon to be used in an unprovoked assault?	1	2	3	4	5	6	7
78. How likely is minor accidental contact (e.g. a light bump that spills a drink) to result in an assault in the LV?	1	2	3	4	5	6	7
79. How likely is a non-glass weapon to be used in an assault after minor accidental contact?	1	2	3	4	5	6	7

80. How likely is a glass weapon to be used in an assault after minor accidental contact?	1	2	3	4	5	6	7
81. How likely is a patron requesting another patron cease an 'annoying' or 'obnoxious' behaviour to result in an assault in the LV?	1	2	3	4	5	6	7
82. How likely is a non-glass weapon to be used in an assault following a patron requesting another patron to cease an 'annoying' or 'obnoxious' behaviour?	1	2	3	4	5	6	7
83. How likely is a glass weapon to be used in an assault following a patron requesting another patron to cease an 'annoying' or 'obnoxious' behaviour?	1	2	3	4	5	6	7
84. How likely is an assault to follow a patron requesting another patron to treat LV staff with respect in the LV?	1	2	3	4	5	6	7
85. How likely is a non-glass weapon to be used in an assault following a patron requesting another patron to treat LV staff with respect?	1	2	3	4	5	6	7
86. How likely is a glass weapon to be used in an assault following a patron requesting another patron to treat LV staff with respect?	1	2	3	4	5	6	7

The following items ask for your perception about the relationship between intoxication and involvement in an assault.

Question	Sober			Somewhat intoxicated		Extremely intoxicated	
87. How intoxicated do most patrons who instigate an assault in the LV appear to be?	1	2	3	4	5	6	7
88. How intoxicated do most patrons who are the 'victim' of an assault in the LV appear to be?	1	2	3	4	5	6	7
89. How intoxicated do most patrons who do not use weapons when involved in an assault appear to be?	1	2	3	4	5	6	7
90. How intoxicated do most patrons who use non-glass weapons when involved in an assault appear to be?	1	2	3	4	5	6	7
91. How intoxicated do most patrons who use glass as a weapon when involved in an assault appear to be?	1	2	3	4	5	6	7

Some of the options proposed for minimising the likelihood of 'glassing' in LVs include rapid removal of empty bottles and glasses, replacement of glass with plastic and using toughened glass instead of normal glass.

92. Please rank in order of personal preference (1 being most preferred to 5 being least preferred). Consider which is most likely to prevent glassing while also being appealing to patrons.

Plastic __

Rapid removal __

Toughened glass __

Leave things as they are __

A combination __ (please specify e.g. plastic and rapid removal)

_____

93. Can you please provide reasons (no more than 3) for nominating your most preferred option?

_____

Question	Very unfavourable			Somewhat favourable		Very favourable	
94. How favourable do you think patrons would be toward the use of plastic instead of normal glass?	1	2	3	4	5	6	7
95. How favourable do you think patrons would be toward the use of plastic instead of toughened glass?	1	2	3	4	5	6	7
96. How favourable do you think patrons would be toward the use of toughened glass instead of normal glass?	1	2	3	4	5	6	7

97. How favourable do you think patrons would be towards the rapid removal of empties instead of changing the drinking vessel?	1	2	3	4	5	6	7
98. How favourable do you think patrons would be towards leaving things exactly how they are?	1	2	3	4	5	6	7
99a. How favourable do you think patrons would be towards a combination of strategies (for example rapid removal of empties and the use of toughened glass)?	1	2	3	4	5	6	7

99b. What combination of strategies do you think patrons would be most in favour of?

Question	Very unfavourable			Somewhat favourable			Very favourable
100. How favourable are you to the use of plastic instead of normal glass?	1	2	3	4	5	6	7
101. How favourable are you to the use of plastic instead of toughened glass?	1	2	3	4	5	6	7

102. How favourable are you to the use of toughened glass instead of normal glass?	1	2	3	4	5	6	7
103. How favourable are you to the rapid removal of empties instead of changing the drinking vessels?	1	2	3	4	5	6	7
104. How favourable are you to leaving these exactly how they are?	1	2	3	4	5	6	7
105a. How favourable are you towards a combination of strategies (for example rapid removal of empties and the use of toughened glass)?	1	2	3	4	5	6	7

105b. What combination of strategies are you most in favour of?

Section 3.

This section asks for demographic information. This information will not be reported in any way that allows you to be personally identified.

106. Name of current LV related employer?

_____

107. Name of venue where you predominantly work?

_____

108. Is this venue in an 'entertainment' precinct?

a. Yes

b. No

109. What is your sex?

a. Male

b. Female

110. What is you age (in whole years)? _____

111.How long have you worked in your current venue (in whole years)?

_____

112. How long have you worked in this industry (in whole years)?

_____

113. How long have you worked in your present occupation (in whole years)?

_____

114. Is your employment status

a. Casual

b. Temporary part-time

c. Temporary full-time

d. Permanent part-time

e. Permanent full-time

115. Your primary occupation in your current LV can most accurately described as

a. Nominee

b. Manager

c. Head of security

d. Security staff

e. Bar staff

f. Floor worker (e.g. 'glassy')

g. Other (please specify)? _____

116. Have you received any training in the technical aspects of your main role?

a. No

b. Yes, informal on the job

c. Yes, formal training (e.g. TAFE or licensing authority)

d. Combination of formal and informal

117. Have you received any training in how to deal with severely intoxicated patrons?

a. No

b. Yes, informal on the job

c. Yes, formal training (e.g. TAFE or an industry recognised training provider)

d. Combination of formal and informal

118. How well do you think the training prepared you for dealing with intoxicated patrons?

Not at all			Somewhat well		Very well	
1	2	3	4	5	6	7

119. Have you received any training in how to deal with aggressive patrons?

a. No

b. Yes, informal on the job

c. Yes, formal training (e.g. TAFE or an industry recognised training provider)

d. Combination of formal and informal

120. How well do you think the training prepared you for dealing with aggressive patrons?

Not at all			Somewhat well		Very well	
1	2	3	4	5	6	7

THANK YOU FOR YOUR PARTICIPATION