

NSW Independent Liquor & Gaming Authority

Ms Felicity June Muller Current Approved Manager, The Grafton Village Green Former licensee, Illawong Hotel	VILLAGE GREEN TRADING PTY LIMITED Business Owner, Grafton Village Green
VILLAGE GREEN FREEHOLD PTY LTD Premises Owner, The Grafton Village Green	Liquor & Gaming NSW
Richmond Valley Council	NSW Police
North Coast Hotel Group	

3 October 2025

Dear Sir/Madam

Reference No.	DOC25/386537
Approved Manager	Ms Felicity June Muller
Licence Name	The Grafton Village Green
Licence Number	LIQH400112955
Licence Type	Liquor – hotel license
Premises	Pound & Turf Streets Grafton NSW 2460
Legislation	Part 9A of the Liquor Act 2007

Decision on remedial action for demerit points accumulated Ms Felicity Muller, Grafton Village Green (LIQH400112955)

On 8 August 2025, the Independent Liquor & Gaming Authority (the **Authority**) notified you of the remedial action it proposed to take for the demerit points accumulated by Ms Felicity Muller, the former licensee of Illawong Hotel, (the **Hotel**) under the *Liquor Act 2007* (the **Act**).

Our decision

On 2 October 2025, following consideration of submissions received in response to the notification, we decided to take the following remedial action:

- **require** Ms Muller to undertake licensee and advanced licensee training by **2 December 2025** under section 144P of the Act.

We note that on 25 August 2025 we were informed by Charlie Nalder of the North Coast Hotel Group that Ms Muller was undertaking advanced licensee training. We confirmed on 27 August 2025 that that training would be accepted as satisfying the requirement to complete advanced licensee training in the condition specified above.

Statement of reasons

Background

On 19 February 2025, Liquor & Gaming NSW (**L&GNSW**) notified us that Ms Muller, the former licensee of Illawong Hotel had accumulated a total of two demerit points under Part 9A of the Liquor Act 2007.

Ms Muller accumulated two demerit points following the issue and enforcement of a penalty notice for the category 2 demerit offence, '*licensee allow liquor to be sold or supplied to minor*' under Section 117(8) of the Act on 13 December 2023.

In addition to the notification, L&GNSW provided a submission recommending that we take remedial action in response to the accumulation of demerit points.

On 16 June 2025, L&GNSW notified us that Ms Muller was no longer the licensee of Illawong Hotel. On the same date, we were notified that Ms Muller was now listed as the approved manager of Grafton Village Green (LIQH400112955), as of 13 June 2025.

On 8 August 2025, we notified you and all relevant parties as required under section 144Z(1) of the Act, that we proposed to take remedial action in response the accumulation of demerit points and invited submissions in response.

Submissions

Submissions were received from L&GNSW and Charlie Nalder on behalf of the corporate licensee (VILLAGE GREEN TRADING PTY LIMITED). We did not receive submissions from Police, Council or the approved manager. We have considered the submissions, which are detailed below.

- In their 25 August 2025 submission, Mr Charlie Nalder on behalf of the corporate licensee (VILLAGE GREEN TRADING PTY LIMITED) was supportive of the proposed remedial action and stated that Ms Muller is of excellent character and fully understands the nature and seriousness of the incident.
Mr Nalder advised that Ms Muller was currently undertaking Advanced Licensee training and asked for clarity on whether this will be considered by the Authority or if she will be required to complete the training again if the Authority decides to impose this condition. The Office of ILGA responded to Mr Nalder on 27 August 2025 advising that this training will be considered as compliance with the proposed Advanced Licensee training condition and Ms Muller will not be required to complete the training again if this condition is imposed by the Authority.
- In their 4 September 2025 submission, L&GNSW noted their support of the proposed remedial action in light of the serious nature of the offence.

Considerations under section 144ZA of the Act

We have also considered the relevant factors identified in section 144ZA of the Act, and note in the original submission from L&GNSW dated 19 February 2025 that:

- there is no material to indicate that the size and patron capacity of the licensed premises impacted the licensee's ability to prevent the commission of the demerit offence.
- there is no history of demerit offences having been committed by Ms Muller, other than the offence described in this submission.
- there is no history of prescribed complaints in connection with the hotel or its licensee.
- it does not appear that other action outside the remedial action as set out in the original L&GNSW notification is preferable. NSW Police made an application under clause 76 of the Liquor Regulation 2018 to revoke the Responsible Service of Alcohol competency card of the employee responsible for the transaction in question. This application resulted in a warning being issued to the employee on 18 April 2024.

- Ms Muller ceased her role as licensee of the hotel on 22 May 2024 and on 16 June 2025 L&GNSW provided supplementary advice, stating that Ms Muller is now listed as the approved manager of Grafton Village Green (LIQH400112955), as of 13 June 2025.
- there had been no relevant changes to the business practices carried under the licence at the time of the submission.

Our findings

We are satisfied that:

- two demerit points have been accumulated by the licensee in a three-year period.
- the offence ‘licensee allow liquor to be sold or supplied to minor’ was a breach of section 117(8) of the Act.

Having considered the available material, we find that the former licensee failed to comply with her obligations under the Act to ensure that liquor is not sold or supplied to persons under the age of 18.

We consider the offence to be serious and warrant an enforceable regulatory response by way of remedial action, to prevent any similar occurrence in future.

The material we considered

We considered all the material we received about the matter, including:

- notification of the accumulation of demerit points from L&GNSW, dated 19 February 2025.
- supplementary advice from L&GNSW relating to licensee changes at the hotel, dated 16 June 2025.
- submission from L&GNSW, dated 4 September 2025.
- submission from the corporate licensee, dated 25 August 2025.

If you are dissatisfied with this decision

If a person who is notified of the decision is dissatisfied with this decision, they may apply to NSW Civil and Administrative Tribunal (NCAT) for a review.

An application for review must be made no later 21 days after being notified of the decision.

For more information, please contact the NCAT Registry at Level 10 John Maddison Tower, 86-90 Goulburn Street Sydney or visit the NCAT website.

This decision will be published on our website.

If you have any questions

Please contact the Office of ILGA at office@ilga.nsw.gov.au if you have any questions.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jeff Loy', with a long, sweeping horizontal line extending to the right.

Jeff Loy

Chair, Disciplinary Matters Committee

NSW Independent Liquor & Gaming Authority

Schedule 1 – Licence conditions to be imposed
Grafton Village Green, Grafton (LIQH400112955)

No.	Condition to be imposed	Description
1.	Advanced Licensee Training	Ms Muller to undertake licensee and advanced licensee training by 2 December 2025 under section 144P of the Act.