

NSW Independent Liquor & Gaming Authority

Mr Benjamin Raggatt Licensee, Accor Stadium	Venues NSW Business Owner, Accor Stadium
Sydney Olympic Park Authority Premises Owner, Accor Stadium	Liquor & Gaming NSW
City of Parramatta Council	NSW Police

30 January 2026

Dear Sir

Reference No.	DOC26/022534
Licensee	Mr Benjamin Raggatt
Licence Name	Accor Stadium
Licence Number	LIQ0624007366
Licence Type	Liquor – on-premises licence
Premises	Olympic Blvd Sydney Olympic Park NSW 2127
Legislation	Part 9A of the Liquor Act 2007

Decision on remedial action for demerit points accumulated Mr Benjamin Raggatt, licensee of Accor Stadium, Sydney Olympic Park (LIQ0624007366)

On 11 September 2025, the Independent Liquor & Gaming Authority (the **Authority**) notified you of the remedial action it proposed to take for the demerit points accumulated by Mr Benjamin Raggatt, the licensee of Accor Stadium, (the **venue**) under the *Liquor Act 2007* (the **Act**).

Our decision

On 30 January 2026, following consideration of submissions received in response to the notification, we decided to take the following remedial action:

- **issue** a reprimand to Mr Raggatt, under section 144P of the Act.
- **vary** condition **3240**, Liquor Plan of Management condition under section 47B(2) of the Act.

The varied condition is set out in **Schedule 1** of this decision.

Statement of reasons

Background

On 20 August 2025, Liquor & Gaming NSW (**L&GNSW**) notified us that Mr Raggatt, the licensee, had accumulated a total of two demerit points under Part 9A of the Act.

Mr Raggatt 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 a minor*' under section 117(8) of the Act on 29 July 2025.

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 11 September 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 the form of issuing Mr Raggatt a reprimand in response to the accumulation of demerit points and invited submissions in response.

Submissions

Submissions were received from L&GNSW, Police and Mr Raggatt. We did not receive submissions from Council nor the Sydney Olympic Park Authority. We have considered the submissions, which are detailed below.

L&GNSW, dated 12 September 2025:

- L&GNSW noted their support of the proposed remedial action in light of the serious nature of the offence.

Police, dated 30 September 2025:

- Police acknowledged that while there were multiple strategies in place at the venue to manage the responsible service of alcohol, there were several compliance and alcohol-related incidents that occurred on the evening, including the event in question where alcohol was supplied to a minor.
- Police expressed concern at the number of compliance incidents that occurred despite the strategies in place and the low overall attendance of the event. Police suggested that the licensee attend and lead briefing meetings with all staff, security and RSA marshals prior to large events.
- Police suggested that a review of the Liquor Plan of Management and the introduction of an RSA marshal condition could help strengthen the venue's compliance with the Act and improve the safety and security of events.

Licensee Mr Raggatt, dated 31 October 2025:

- Mr Raggatt stated that the venue is well managed with a long history of sound compliance.
- There are multiple challenges with the operation of a large venue, however the licensee is aware of their responsibilities and works closely with Police to ensure safety at the venue during events.
- The suggestion from Police that Mr Raggatt attend all events at the venue to conduct staff briefings is unfeasible. Mr Raggatt stated that for smaller events, the venue institutes a more diffused set of managerial and supervisory arrangements.
- The existing Liquor Plan of Management was prepared in consultation with Police and that there was no mention by Police during the licensee's frequent contact with Police that the Plan of Management did not sufficiently address under-age drinking. Mr Raggatt committed to seeking feedback from Police and others on the proposed changes to the Liquor Plan of Management.
- The licensee has committed to implementing strategies to improve compliance including updating the venue's Plan of Management, appointing [REDACTED] RSA supervisors to oversee the [REDACTED] RSA marshals for large events, requiring refresher training for all staff, reinforcement of internal policies, and ongoing monitoring and auditing of compliance practices. Mr Raggatt stated that the implementation of these strategies has been taken in response to this incident to reduce the likelihood of reoccurrence.

Following the first round of submissions, the Authority was considering varying the venue's Liquor Plan of Management condition as recommended by Police, in addition to the proposed reprimand and sought further submissions from the licensee on 1 December 2025.

[REDACTED], Legal Counsel of Venues NSW acting on behalf of Mr Raggatt provided a submission on 22 December 2025 stating that they relied on their 31 October 2025 submission. [REDACTED] reaffirmed that the venue is taking steps to implement the suggested and other changes to the Liquor Plan of Management and [REDACTED]

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 20 August 2025 that:

- the size of the premises and patron capacity has a substantial negative impact on the licensee's ability to prevent a demerit offence being committed in the manner outlined. L&GNSW noted that the venue seats 83,000 people and has [REDACTED] noted bar service areas across 6 levels. It is not known how many of these bars are in operation during any given event at the venue.
- the licensee has no prior history of demerit offences, other than the offence described in the application.
- no complaints have been made in relation to the licensee.
- it does not appear that other action outside the remedial action as set out in the original L&GNSW notification is preferable.
- Mr Raggatt has been the licensee of the venue since 18 December 2023.
- there had been no relevant changes to the business practices carried under the licence at the time of the application.
- there are no other matters prescribed by the regulation.

Our findings

We are satisfied that:

- two demerit points have been accumulated by the licensee in a three-year period.
- the licensee breached section 117(8) of the Act '*licensee allow liquor to be sold or supplied to minor*'.

Having considered the available material, we find that the licensee failed to comply with his 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. Remedial action taken by the Authority is set out under the heading 'Our decision' of this document, as well as at Schedule 1.

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 20 August 2025.
- submission from L&GNSW, dated 12 September 2025.
- submission from Police, dated 30 September 2025.
- submission from the licensee, dated 31 October 2025.
- submission from the licensee, dated 22 December 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



Jeff Loy
Chair, Disciplinary Matters Committee
NSW Independent Liquor & Gaming Authority

Schedule 1 – Licence conditions to be varied
Accor Stadium, Sydney Olympic Park (LIQ0624007366)

No.	Condition to be imposed	Description
1.	Plan of Management condition (3240)	<p>The premises is to be operated at all times in accordance with the Plan of Management dated (INSERT DATE) as may be varied from time to time after consultation with NSW Police. A copy of the Plan of Management is to be kept on the premises, and made available for inspection on the request of a police officer, council officer, Liquor and Gaming NSW inspector, or any other person authorised by the Independent Liquor and Gaming Authority.</p> <p>The Liquor Plan of Management must address the prevention of minors from purchasing or consuming alcohol, and include specific procedures relating to ID verification, RSA Marshall deployment and staff escalation processes when dealing with suspected underage patrons. A copy of the updated Liquor Plan of Management must be provided to the Authority by 3 April 2026.</p>