

Plan of Management  
Station House Hotel – 203 Beamish St, Campsie NSW 2194.

# PLAN OF MANAGEMENT



STATION HOUSE HOTEL

203 BEAMISH ST,  
CAMPSIE NSW 2194

Updated: November 2024

# **PLAN OF MANAGEMENT**

## **CONTENTS**

### **A. Site and Locality Details**

- Location**
- Venue Particulars**
- Neighbouring Land Use**
- Available Safe Transport Options**

### **B. Operational Details**

- Structure, Staffing and Operating Environment**
- Mode and Style of Operation**
- Trading Hours**
- Security**

### **C. Management Measures and Strategies**

- Alcohol Management**
- Gaming Management**
- Noise Management and Control**
- Patron Management**
- Complaint Management**
- Waste Management, Cleaning and Maintenance**

## **A. Site and Locality Details**

### **1. Location**

- 1.1 The Station House Hotel is located at 203 Beamish Street, Campsie NSW 2194.
- 1.2 The site is located within the commercial core of Campsie and is also located within close proximity to major roads and public transport facilities.

### **2. Venue Particulars**

- 2.1 The public areas of the hotel are comprised over two levels.
- 2.2 There are various emergency egress points throughout the premises.
- 2.3 The hotel provides a full-serviced bar, bistro, TAB, lounge area, dining veranda, gaming room, gaming bar and take away liquor.

### **3. Land Use**

- 3.1 Having regard to its location within the suburb of Campsie, there is a significant mix of uses in the vicinity of the hotel including commercial, office and retail outlets.
- 3.2 The hotel is situated in an area with a high degree of vehicle thoroughfare.

### **4. Available Safe Transport Options**

- 4.1 The hotel is located within a short walking distance of numerous bus stops and Campsie Train Station.
- 4.2 Pedestrian traffic to and from the premises is permissible via Beamish Street and South Parade.
- 4.3 Security is assigned the role of patrolling along the perimeter of the hotel and adjoining carpark to ensure that patrons depart the vicinity of the hotel quickly, quietly and safely.
- 4.4 Security or staff are to arrange for taxi pick-ups for any patrons who request such a service.

## **B. Operational Details**

### **1. Structure, Staffing and Operating Environment**

- 1.1 The operator will incorporate ongoing group practices and policies in order to ensure the effective management and operation of this hotel.
- 1.2 The operator will employ a full-time licensee to exercise control over the operation of the premises and to ensure compliance with the responsibilities of the hotel under the relevant licensing laws.
- 1.3 The hotel also employs duty managers and casual staff including bar attendants and gaming room attendants.
- 1.4 The Licensee is responsible for ensuring compliance with regulatory controls and staff matters. At any time that the Licensee is absent from the premises, a manager who is appropriately qualified to perform that role is required to be present on the premises to perform the functions of the licensee.
- 1.5 The duty managers are responsible for the general operation of the hotel and report to the licensee. Some of the specific responsibilities of the duty managers are as follows:
  - 1.5.1 Provide support to management in an operational capacity;
  - 1.5.2 Ensure that a copy of the hotel licence and conditions are correctly displayed and enforced;
  - 1.5.3 Monitor intoxication and responsible service of alcohol;
  - 1.5.4 Instruct and direct staff members and security to perform duties;
  - 1.5.5 Handle complaints from customers and any other person in accordance with the procedures of the hotel;
  - 1.5.6 Reinforce hotel policies to staff members in relation to procedures such as responsible service of alcohol, checking of identification and evacuation;
  - 1.5.7 Customer relations;
  - 1.5.8 Monetary control; and
  - 1.5.9 Evaluate performance of staff and security on a weekly basis.
- 1.6 Bar attendants are engaged at the hotel in numbers necessary to meet the customer demand from time to time. The primary role of bar attendants is

customer service. Bar attendants are responsible to ensure that alcohol is served responsibly, and intoxication is prevented.

- 1.7 Gaming attendants and TAB operators are engaged to service patrons using gaming machines or the TAB facilities including providing payouts of jackpots, facilitating wagering transactions, and maintaining race/sport information and broadcasts.
- 1.8 The hotel will operate pursuant to a hotelier's licence in accordance with the requirements of the Liquor Act 2007 and Liquor Regulation 2018.
- 1.9 The hotel will be a member of the Local Licensing Accord, and the Licensee, manager or supervisors will attend Accord meetings, when available.

## **2. Mode and Style of Operation**

- 2.1 The hotel is best characterised as a modern dine and drink venue which caters to the commercial occupiers of the suburb of Campsie.
- 2.2 The hotel will operate with a focus on food, sports and wagering. Gaming machines are only located within the confines of the gaming room.

## **3. Trading Hours**

- 3.1 The hotel seeks to operate between the following hours subject to the limitations imposed by Division 3 of Part 6 of the Liquor Act 2007:

### **Consumption on Premises:**

Monday	10.00am to 4.00am
Tuesday	10.00am to 4.00am
Wednesday	10.00am to 4.00am
Thursday	10.00am to 4.00am
Friday	10.00am to 4.00am
Saturday	08.00am to 4.00am
Sunday	08.00am to 12:00am

### **Take away sales:**

Monday	10.00am to 12.00am
Tuesday	10.00am to 12.00am
Wednesday	10.00am to 12.00am
Thursday	10.00am to 12.00am
Friday	10.00am to 12.00am
Saturday	08.00am to 12.00am
Sunday	08.00am to 12.00am

- 3.2 The gaming room will operate after 10:00am in accordance with the requirements of the Gaming Machines Act and Regulations.

#### **4. Security**

- 4.1 Subject to the Licensee's discretion, Licensed security guards are to be engaged from time to time to ensure the safety of patrons inside and outside the premises and to maintain the quiet and good order of the area surrounding the premises. This obligation shall extend to the orderly dispersal of patrons from the premises.
- 4.2 All security guards should have been trained in the essential requirements of licensed premises; intoxication rules and policies; acceptable identification; crowd control; eviction procedures; and how to deal with noise complaints.
- 4.3 All licensed security personnel engaged at the hotel are to have successfully completed a Liquor & Gaming NSW approved Responsible Service of Alcohol course.
- 4.4 The specific duties of security guards engaged at the hotel include the following:
- 4.4.1 Security guards stationed at the entry to the premises are to undertake a stringent screening process of patrons. All patrons who appear under the under the age of 25 years are to be asked for identification. Security guards are only permitted to accept the following forms of identification:
- a valid driver's licence with a photograph;
  - a valid passport with a photograph;
  - a valid photo card with a photograph; or
  - a valid key pass card.
- 4.4.2 All security guards shall request the production of identification regardless of where they are stationed if it appears that a patron is under the age of 25 years.
- 4.4.3 Security guards checking identification shall thoroughly check the document to ensure that the photograph corresponds to the person producing the document and also to check for signs of damage and manipulation as well as distinguishing legitimate features such as a watermark or hologram.
- 4.4.4 Security guards will monitor patrons to screen for any patron who appears to be intoxicated. Patrons who appear intoxicated will not be permitted to enter or remain on the premises.

- 4.4.5 Security guards shall conduct visual surveillance along the perimeter of the hotel.
  - 4.5 Security measures shall be extended to the outside of the premises so that patrons are directed to leave the area of the premises in a quiet and orderly manner to ensure that the amenity of the neighbourhood is maintained.
  - 4.6 Security guards are to patrol, the vicinity of the licensed premises to ensure that patrons of the licensed premises do not loiter or linger in the area nor cause any nuisance or annoyance to the quiet and good order of the neighbourhood.
  - 4.7 Security guards are to ensure compliance with all the conditions of the licence and all regulations.
  - 4.8 Security guards are to ensure that they are in possession of their notebook at all times and shall accurately record incidents immediately after they occur. At the conclusion of the shift, security guards shall provide their notes to the security manager who shall then enter the notes into the Incident Register.
  - 4.9 Immediately after the person in charge of the licensed premises or a staff member becomes aware of any incident involving an act of violence causing injury to a person on the premises, the person in charge of the licensed premises and/or staff member must:
    - 4.9.1 take all practical steps to preserve and keep intact the area where the act of violence occurred,
    - 4.9.2 retain all material and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by NSW Police, as published from time to time on the Liquor & Gaming NSW website,
    - 4.9.3 make direct and personal contact with the NSW Police Local Area Commander or his/her delegate, and advise the Commander or delegate of the incident, and
    - 4.9.4 comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.
- In clause 4.10, 'staff' means any person employed by, or acting on behalf of, the licensee of the premises, and includes any person who is employed to carry on security activities (eg. crowd controller or bouncer) on or about the premises.
- 4.10 Each security officer must ensure that their licence is displayed at all times (within reason) and shall ensure that they have their earpieces and radios operational if required.

4.11 The licensee must maintain a closed-circuit television (CCTV) system on the premises in accordance with the following requirements:

- 4.11.1 the system must record continuously from opening time until one hour after the premises is required to close (or, in the case of premises that is not required to cease trading, continuously at all times),
- 4.11.2 recordings must be in digital format and at a minimum of ten (10) frames per second,
- 4.11.3 any recorded image must specify the time and date of the recorded image,
- 4.11.4 the system's cameras must cover the following areas:
  - i). all entry and exit points on the premises,
  - ii). the footpath immediately adjacent to the premises, and
  - iii). all publicly accessible areas (other than toilets) within the licensed area.

4.12 The licensee must also:

- 4.12.1 keep all recordings made by the CCTV system for at least 30 days,
- 4.12.2 ensure that at least one member of staff is on the premises at all times the system is operating who is able to access and fully operate the system, including downloading and producing recordings of CCTV footage, and
- 4.12.3 provide any recordings made by the system to a police officer or Liquor and Gaming NSW inspector within 24 hours of any request by the police officer or Liquor and Gaming NSW inspector to provide such recordings.



## **C. Management Measures and Strategies**

### **1. Alcohol Management**

- 1.1 The hotel shall take all reasonable steps to prohibit or restrict activities (such as promotions or discounting) that could encourage misuse or abuse of liquor (such as binge drinking or excessive consumption).
- 1.2 The hotel shall not apply extreme discounts to liquor as part of any promotion.
- 1.3 Each staff member employed at the hotel and each security officer engaged from time to time at the hotel shall have completed an approved course of instruction in the Responsible Service of Alcohol.
- 1.4 The hotel has adopted and endorses the Liquor Industry Code of Practice for the Responsible Promotion of Alcohol Products and the Director General of Liquor and Gaming Guidelines on Intoxication and shall continue to implement the initiatives of same.
- 1.5 Alcohol served by staff at the hotel is to be by way of standard measures only.
- 1.6 The hotel shall ensure that free drinking water is made available as well as non-alcoholic beverages (for sale or complimentary) to patrons at all times that alcohol is available for sale and consumption.
- 1.7 The hotel shall ensure that the conditions of the hotel licence and statutory provisions applying to the hotel are complied with. The Manager shall be responsible for maintaining statutory compliance and shall cause compliance audits to be performed by management to ensure that statutory signage is correctly displayed, and other requirements are met so as to assist with harm minimisation.
- 1.8 The hotel shall prevent patrons from becoming intoxicated to unacceptable levels and shall not admit patrons into the premises who exhibit signs of intoxication. Any patrons exhibiting signs of intoxication within the premises are to be further assessed by security or management and if deemed to be reasonably impaired in mental or bodily functions, as a result of alcohol consumption, shall not be permitted to remain on the premises. Any patron requested to leave the premises shall be escorted out of the Hotel and safe transport options arranged.
- 1.9 All staff members at commencement of employment shall be reminded of their responsibilities relating to responsible sale and supply of alcohol.

## **2. Gaming Management**

- 2.1 The Hotel's management and staff are supportive of and encourage responsible gaming practices. All staff engaged in the operation of gaming machines have completed the prescribed Responsible Conduct of Gambling Course. A responsible gambling certificate for all staff is maintained in a register at the Hotel, if applicable.
- 2.2 The Hotel will have 29 Gaming Machines consisting of 27 Gaming Machine Entitlements and 2 Poker Machine Permits. All gaming machines are to be located within a gaming room as prescribed by Clause 8 of the Gaming Machines Regulation 2019, in that:
  - 2.2.1 The gaming room is located in a bar area of the Hotel;
  - 2.2.2 The gaming room is physically separated from the general bar area by walls and doors;
  - 2.2.3 Patrons are not compelled to pass through the gaming room in order to enter or leave the Hotel or in order to gain access to another part of the Hotel;
  - 2.2.4 Entry to the gaming room is free of charge;
  - 2.2.5 The machines cannot be seen from any place outside the Hotel that is used by the public or to which the public has access;
  - 2.2.6 All gaming machines are suitable spaced in order to facilitate access;
  - 2.2.7 The gaming room is supervised at all times by way of electronic means and physical present of the licensee or an employee; and
  - 2.2.8 The gaming room has a doorway(s) that provide reasonable access to and from the gaming room to at least one operating bar and at least one toilet for each gender without the need for patrons to go on a public street, or to any area not forming part of the Hotel when moving from the gaming room to the other facilities.
- 2.3 Patrons of the Hotel are to be made aware of the AHA's counselling services and of the government funded "gambling HELP" counselling service.
- 2.4 Patrons will be made aware of the chances of winning and the problems associated with excessive gambling through the prescribed signage required to be located on each gaming machine and throughout the gaming room by way of the prescribed information notices on display.
- 2.5 The ATMs located within the Hotel also display the appropriate signage to notify patrons of the problems associated with gambling.

## Plan of Management

Station House Hotel – 203 Beamish St, Campsie NSW 2194.

- 2.6 The Hotel will not offer prizes associated with the use of its gaming machines and the Hotel has a policy of not cashing cheques.
- 2.7 The Hotel will comply with advertising requirements in respect of gaming:
  - 2.7.1 The Hotel will not use the word “casino” in any description or promotion of the Hotel;
  - 2.7.2 The Hotel will not permit gaming related advertising material to be displayed on the exterior or interior of the premises;
  - 2.7.3 The Hotel will not promote irresponsible gaming or gaming practices;
  - 2.7.4 The Hotel will display a clock, that is set to, or within 10 minutes of, the correct time and is in view of patrons in the gaming room;
  - 2.7.5 The Hotel will not publish the details of any person who has won a prize in excess of \$1,000; and
  - 2.7.6 The Hotel will display the prescribed signage with the gaming room, on all gaming machines, on the ATM and EFTPOS facilities.
  - 2.7.7 The Hotel provides gaming related help line pamphlets and has signage located throughout the hotel.
  - 2.7.8 The Hotel Manager and supervisors are trained to watch for problem gamblers and talk regularly to patrons, assisting patrons when required.

### **3. Noise Management and Control**

- 3.1 The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz to 8kHz inclusive) by more than 5dB between 7.00am to 12.00 Midnight at the boundary of the nearest residential premises from the licensed premises.
- 3.2 The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz to 8kHz inclusive) between the hours of 12.00 Midnight to 7.00am at the boundary of the nearest residential premises from the licensed premises.

### **4. Patron Management**

- 4.1 It is acknowledged that operators of premises have some control over patron behaviour whilst patrons are on the premises, however there are limitations as to control after patrons leave the premises.
- 4.2 The hotel shall consider the amenity of neighbours and shall take all reasonable measures to ensure that there is a minimal adverse impact to the

surrounding area in terms of disturbance and anti-social behaviour caused by patrons.

- 4.3 The hotel shall ensure that practices relating to alcohol management are maintained so as to reduce the potential for patrons to become intoxicated and therefore less likely to participate in anti-social, inappropriate or noisy behaviour after leaving the hotel.
- 4.4 The hotel shall cause signage to be displayed at the entry/exit of the premises alerting patrons to ensure that they leave quickly and quietly without disturbing the neighbours.
- 4.5 The hotel shall maintain an approved Liquor & Gaming NSW Incident Register and complete Parts A & B as applicable in the incident register, which is to include brief reports of incidents occurring within the hotel or in the vicinity. The Security Manager is to provide the Security Incident Diary and any other reports to the manager or licensee for inclusion in the Incident Register. In the event of the occurrence of an incident which is deemed by the licensee or manager to be a serious incident, reports are to be taken from each staff member and any patron witnesses, and a copy of the reports kept with the incident register.
- 4.6 All reports in the Incident Register are to contain a reference to the time and location of the incident and the name of the author of the report.

## **5. Waste Management, Cleaning and Maintenance**

- 5.1 All general waste and recycling are to be stored for waste removal for collection not less than once a week.
- 5.2 All glass waste is to be stored and relocated to the pick-up zone at the rear of the hotel between the hours of 7.00am and 8.00pm on the days preceding collection.
- 5.3 Glass sorting or disposal shall not take place external to the premises between the hours of 10.00pm and 7.00am.
- 5.4 The premises are subject to a general clean by contract cleaners daily during periods of closure and regular cleaning by bar staff during operating hours which includes regular duties to be performed and subject of checking by the duty manager.
- 5.5 A licensed contractor is to be engaged to remove all waste and materials suitable for recycling from the premises.