



**1801
OPERATIONAL
MANAGEMENT PLAN**

Updated: December 2024

PART 1 – PURPOSE

The purpose of this Plan of Management is to regulate and control various aspects of the operation of the 1801 Clarence Town premises. All members of staff must read and understand this document before commencing their employment with 1801 Clarence Town. All staff will be required to sign an acknowledge stating they are aware of, and will abide by at all times, all of its contents in fulfilling their role in the operation of the Venue.

PART 2 – HOURS OF OPERATION

The permitted trading hours of 1801 Clarence Town are:

- Monday to Sunday 12.00pm (mid day) to 12.00am (midnight)

Patrons may consume liquor to 11.45pm. The permitted trading hours are not mandatory and the premises may trade lesser hours on particular days.

PART 3 – STYLE OF OPERATION

1801 Clarence Town operates the following facilities –

- Restaurant dining in most areas of the venue.
- Function room
- Alfresco outdoor deck

Entertainment is proposed to be provided from Friday to Sunday consisting of solo/duo act.

PART 4 – LIQUOR LICENCE DOCUMENTS

- (a) The licenses documents are to be kept on the premises at all times unless it has been requested to be forwarded to the Liquor Licensing Division Office of Gaming Regulation (“OLGR”). The Approved Manager is the only person with the authority to remove the licence documents from the premises.
- (b) The location of the licence documents are known by the Licensee, the Approved Manager as well as duty managers and is able to be produced to Liquor Licensing Investigators, the OLGR or the New South Wales Police Service on demand. A copy of the licence documents are also on public display in the main bar area.
- (c) All staff employed in the venue shall be advised of the allowable trading hours and conditions stated on the licence documents and shall sign an acknowledgment that they are aware of same.
- (d) The Licensee, Approved Manager and all staff shall ensure that the allowable trading hours and conditions are complied with at all times.

PART 5 – SIGNAGE

- (a) The name of the premises, the Licensee and the nature of the premises for the sale of liquor is displayed on exterior signage above the doorway to the main area. The Licensee and Approved Manager will ensure this notice remains legible to the public at all times.
- (b) The Licensee, Approved Manager and all duty managers shall ensure that responsible service of alcohol signs and posters such as the following are prominently displayed behind all bars:
 - Under 18 – It is against the law to sell or supply alcohol to, or to obtain alcohol on behalf of, a person under 18 years.
 - Under 25? Be prepared to show your ID to prove you are at least 18 on entry or when buying alcohol
- [c] Prominent signs around the venue stating that “motorcycle group colors are not to be worn or displayed in the venue”.

PART 6 – PUBLIC TRANSPORT

- (a) Clarence Town is not serviced by Transport for NSW (TfNSW) trains or buses. There are several bus stops around the town for school bus services to neighbouring towns with the closest stop located approximately 150 metres north of the subject site on Grey Street.

The services offered here are:

- **1271** - Clarence Town to Grahamstown PS: operating every school day departing at 7:45am
- **2245** - All Saints College St Peters Campus to Johnsons Farm Gate: operating every school day departing at 4:46pm
- **2361** - Clarence Town to All Saints Maitland: operating every school day departing at 7:15am
- **S441** - Dungog Schools to Seaham via Clarence Town: operating every school day departing at 4:30pm to each direction.

There are small lengths of pedestrian / bike paths throughout Clarence Town. These sections are generally alongside recently reconstructed roads or over the creek crossing. It would therefore be assumed that people would walk or cycle on the road to their destination, with the low volume and traffic speeds facilitating this mode of travel for local trips within the town.

A venue specific courtesy bus and driver will be provided for patrons operating on days where required. As there is no public transport or taxi / Uber pickups we believe 60% of patrons will have their own means of transport

PART 7 – PUBLIC SAFETY

- (a) At all times a comprehensive, sophisticated and constantly recording closed circuit television system remains in operation. This covers all areas of the Venue as well as entry/exit points. Security guards are regularly employed by the Venue and are

required to maintain monitoring of entry/exit points as well as the proof of age, dress standards, levels of intoxication and the general behaviour of patrons.

- (b) The recorded images from the surveillance system are kept by the Venue for at least:
- a calendar month if no violent incidents occur during the recording period;
 - or at least two years if a violent incident occurred during the recording period

The images are stored in a manner that allows immediate access to the images by the New South Wales Police Service and Liquor Licensing Division Officers upon demand made to the Licensee, Approved Manager or Duty Managers.

- (c) The property owners and Licensee are committed to providing appropriate and adequate security measures to ensure that a high standard of safety is in place for patrons entering/exiting the premises. The exterior of the premises are maintained by the security staff and by electronic means at all times.
- (d) All exterior areas of the premises are to be maintained as brightly lit. Exterior lights must be kept on until all patrons have left the Venue and the general vicinity. The Approved Manager and all duty managers will be aware of the light switch locations and make all staff aware of same.
- (e) All emergency contacts and taxi phone numbers will be prominently displayed near the phone located in the office.
- (f) Staff at regular meetings are spoken to about how to address any anti social behavior, and how to handle all facets of patrons behavior in order the venue has no impact on other patrons safety.
- (g) Security staff are regularly spoken to by management on what is expected of them as any function out of the ordinary is to take place in order the venue remain a safe friendly environment.

PART 8 – SERVICE OF LIQUOR

- (a) The Licensee, Approved Manager and all staff adopt and promote responsible practices in the service, supply and promotion of liquor as outlined in the Liquor Act. All staff employed at the Venue must have successfully completed a Responsible Service of Alcohol training course recognized by the Liquor Licensing Division (OLGR).
- (b) No person under the age of 18 years is to be served liquor at the Venue premises or allowed on the premises after 10.00pm. Production of photographic identification is required by staff and security in appropriate cases. The only acceptable proof of age identification is:
- Australian photo Drivers Licence / Learners Permit;
 - Proof of Age Card (Australian Only);

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- Current Passport;
 - Victorian Keypass; or
 - As current legislation requires.
- (c) Staff and management have meetings regularly and are educated in identifying anti social behavior and what to do in various circumstances.
- (d) The Venue premises will not serve any person who is unduly intoxicated and will decline entry or service to any person who is already unduly intoxicated.
- (e) Staff must always endeavour that persons who are advised that they cannot be supplied with anymore liquor are refused in a tactful manner that does not provoke an aggressive response.
- (f) Staff who refuse to supply a person with any more liquor must ensure that the refused patron does not:
- Obtain liquor from a different bar attendant;
 - Obtain liquor in a different bar area;
 - Obtain liquor from a friend.
 - Leaves the premises within 15minutes from the time notice is given to leave.
- (g) The Licensee, Approved Manager will ensure that lighting of all public areas of the Venue including the dance floor and liquor service areas are sufficient to allow staff to observe the behaviour of patrons at all times.
- (h) Any competition or contest that includes persons drinking liquor is prohibited at all times.
- (i) The Venue does not supply test tubes or laybacks and patrons are not permitted to consume liquor direct from jugs.
- (j) Free tap water must be available to patrons at all times.
- (k) The availability of food is promoted and available at all times via the bistro to patrons.
- (l) Alcoholic drinks which are discounted from the normal price must only be promoted and served in a way which ensures that it does not encourage the rapid or excessive consumption of liquor.

PART 9 – SECURITY / CROWD CONTROLLERS

The security and safety of employees, patrons and the public in general is valued by the management of the Venue. The premises engages the services of professional security officers from E Group Security who have detailed knowledge and understanding of the premises' clientele and layout.

The following procedures will apply:

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- The Venue premises commissions E Group Security to oversee the entire security arrangements of the Venue and security will be employed in the following numbers:
 - (a) At the Entrance:
 - a minimum of 1 for the first 140 patrons
 - (b) Inside the premises in addition to that required at the entrance:
 - a minimum of 1 for the first 80 patrons
 - E Group Security ensures that all security personnel are in possession of a current Security Providers licence.
 - The Venue keeps on file a copy of all security officers' RSA certificates.
 - Security personnel wear identification badges with a security number to identify the security person at all times whilst on duty.
 - A time sheet will be filled in (start and finish times), to be initialed by the Licensee, Approved Manager or duty manager on duty.
 - E Group Security undertakes to always conduct themselves in accordance with the industry code of practice.
 - Security will be in constant contact with Venue management. Security is to ensure that all security measures are fully coordinated.

Venue securities focus on:

- Patrons – only Patrons who meet the acceptable dress codes will be admitted (these regulations are posted clearly at the entrance to the Venue;
- Occupancy levels – security monitors the occupancy levels and control the crowd in a responsible manner;
- Responsible service of alcohol – the RSA guidelines are the criteria adopted by the Venue for admitting patrons or refusing to admit and the removal of patrons who are unduly intoxicated;
- Unacceptable behaviour – security will refuse to admit or remove any patron who exhibits unacceptable and/or antisocial behaviour;
- Patrons leaving with bottles - security will ensure that patrons do not leave the premises with any bottles or glasses (alcoholic and non-alcoholic);
- Exterior Management – Security will monitor, in conjunction with Venue management, all aspects of the entry/exit points of the Venue premises including the common areas, car park and exterior areas including loitering, numbers and behaviour of exiting patrons;

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- Crowd Control – security will manage any patrons who are queuing at the entry point to gain access to the Venue premises to ensure orderly and quiet conduct of waiting patrons, ensure there is not disruption of pedestrian traffic flow;
 - Unduly intoxicated patrons – security are not permit any person they detect as unduly intoxicated to enter the premises and are to bring to the notice of the Venue Manager or Licensee any persons on the premises who may be unduly intoxicated;
 - Staff and security will utilise strategies which will assist defusing altercations at the entrance to the premises when refusing entry to:
 - Unduly intoxicated persons;
 - Persons who do not meet the dress standard; and/or
 - Persons who are violent, indecent or quarrelsome.

These strategies can include but are not limited to the following:

- Advising patrons that their actions are being filmed by video cameras;
- Advising patrons of the law and on-the-spot fine for not leaving licensed premises when requested to do so. (fail to quit)
- Close of Business – At the close of business, security will monitor patron behaviour at the entry/exit points of the Venue premises and the car park and common areas for at least thirty minutes after closure and, as far as practical, ensure the quiet and orderly departure of patrons.

An incident log has been established in accordance with police guidelines to log all security issues including:

- Start time/end of shift;
- Visits by law enforcement personnel noting their agency and department, badge number, reason for visit and results of visit;
- Incidents both inside and outside of the premises including the near precinct which may later be the subject of a complaint;
- Any and all incidences will be noted in detail in the incident logbook

Security Staff will:

- Report to Licensee/Manager to obtain a briefing on any specific duties to be addressed on the evening;
- Provide patrols throughout the premises and common areas on a regular basis;

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- Ensure that at the end of each shift any incidents that have occurred and the action taken by security are to be brought to attention of the Licensee/Manager and details recorded in the 'incident book'.
 - The Venue owner undertake to co-operate with other tenants to take an approach to the provision of security in the precinct.

PART 10 – PATRON BEHAVIOUR

- (a) The Licensee, Approved Manager and staff take all reasonable steps to control the behaviour of the patrons of the Venue at the entry/exit points of the premises as well as the car park and common areas. Security staff, when engaged, are stationed at exit doors to ensure patrons leave the venue in an orderly, prompt and quiet manner.
- (b) The Licensee, Approved Manager and staff must comply with the measures for responsible service of liquor and further will take all reasonable steps to ensure that there is no loitering of persons who have been refused admittance to or who have been ejected from the premises.
- (c) If staff or security locate on the premises the following persons:
 - A Non-exempt minor i.e. a person under the age of eighteen (18) years who is not:
 - (i) eating a meal on the premises;
 - (ii) is not accompanied by a responsible adult who is responsibly supervising the minor.
 - A person who is or may be under the age of eighteen (18) years after 9pm whilst entertainment is being conducted;
 - A person who is or may be under the age of eighteen (18) years who is consuming liquor;
 - A person who is in or is nearing an unduly intoxicating state;
 - A person who is acting in a violent, indecent or quarrelsome manner;

they must immediately bring the matter to the attention of the Licensee or Manager. Security may take their own action in an emergent situation but must report and document the incident as soon as possible.

The Licensee and/or Manager must address the reported matter promptly and act in accordance with the requirements of the *Liquor Act*.

If a person is to be evicted from the Venue they will be asked politely to leave the premises three (3) times. If they refuse they are warned that if they do not leave they will be restrained and evicted. If they continue to decline the offer of leaving they are then put in a legal controlled restraint which is in accordance with the security officer's training. Under normal circumstances two (2) officers will apply this technique to evict

the patron to the footpath. Security officers will ensure that the patron does not re-enter the Venue. However if they do and they cause trouble the Nelson Bay police will be called.

If the incident is of a nature that requires a person to be barred from the Venue premises the patron in question will be told on the night of the offence that they are not allowed back on the property for the duration of their ban. The timeframe of each ban will vary due to the seriousness of the offence however a general guideline will be first offence – two (2) months ban; second offence – six (6) months ban; third offence – lifetime ban or in the case of requiring Police assistance a lifetime ban will be implemented.

All staff and security will be advised of the details of banned patrons. If a banned patron is located on the premises during the course of their banment the matter must be reported to the Licensee or Manager for appropriate action.

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PART 11 – NOISE ISSUES

The Licensee and/or Manager of the Venue will ensure that the noise levels from entertainment and patrons do not exceed the noise levels attached to the Liquor Licence.

In ensuring compliance with this the following actions will be carried out:

- The Licensee or Manager will at regular intervals when entertainment is being conducted measure the level of noise emanating from the premises using a noise meter device to be kept in the Managers office;
- The measurement and the time taken will be recorded in a register kept on the premises;
- If noise levels are found to exceed the allowable limits the noise will be reduced immediately to that of the permitted levels;
- The Licensee or Manager will randomly check the noise levels from the exterior boundaries of the licensed premises to ensure no unreasonable noise is disturbing local residents and record such recordings;

PART 12 – FIRE SAFETY

- (a) The Licensee, Approved Manager will ensure that all exit lights and exit signs are kept in good working order at all times.
- (b) At all times security will be aware of the maximum number of patrons allowed in any one area.

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- (c) At all times the crowd numbers of the place of public entertainment will be consistently reviewed and a total count readily accessible from the security guard at any point of entry or exit to the place of public entertainment.
 - (d) Staff are to ensure that exit paths to outside the premises are kept clear of obstruction at all times.
 - (e) The Venue has prepared an emergency evacuation plan and all staff will be trained in its implementation.
 - (f) All fire extinguishes and hose reels will be checked by a qualified contractor every six months.
 - (g) All staff will be instructed in the proper use of the fire extinguishes and hose reels.

PART 13 – STAFF ISSUES

- (a) The Licensee, Nominee and all beverage and security staff (both in-house and contracted) shall complete a Responsible Service of Alcohol (RSA) Course that includes at least the following elements:
 - The context of responsible service of alcohol;
 - The legislative framework for the responsible service of alcohol;
 - The impact of alcohol abuse and responsible service of alcohol;
 - Implementing responsible service of alcohol;
 - Measuring the outcomes from responsible service of alcohol.
- (b) Staff are prohibited from consuming liquor during working hours.
- (c) The comprehensive staff procedure manual shall continue to be developed giving detailed instructions on how the Licensee wishes staff to respond to major safety and compliance issues such as the following:
 - Non-exempt minors being refused admittance;
 - Refusal of service;
 - Removing patrons from the premises;
 - Fire safety;
 - Trading hours;
 - Licensed document conditions;
 - Trading requirements on Good Friday/Anzac Day/Christmas Day;
 - Unreasonable noise.
- (d) The management of the Venue will also develop a house policy which outlines the manner in which the premises will be operated, the level of service that patrons can expect and how patrons will be treated if they exhibit unacceptable behaviour.

I, _____, confirm that I have read, understood and will abide by the above 1801 Clarence Town Management Plan in carrying out my prescribed duties as an employee of the Venue.

Date:_____

Name:_____

Signed:_____