



PADSTOW PARK HOTEL

PLAN OF MANAGEMENT FOR THE OPERATION OF THE PADSTOW PARK HOTEL

LOCATED AT 31 HOWARD ROAD, PADSTOW



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PLAN OF MANAGEMENT

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Appendices

No.	Title
1	Plan indicating hours of operation for areas of the Hotel
2	Plan indicating restricted area of carpark after midnight

Version History

Issue	Date	Description	Prepared	Reviewed
150578.18P	June 2025	DA Submission	JY	DR

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1.0 Purpose

- 1) The purpose of this Plan of Management (**the Plan**) is to establish performance criteria for various aspects of the operations of the Padstow Park Hotel (**the Hotel**), having regard to the relevant matters under the *Environmental Planning and Assessment Act 1979* and the *Liquor Act 2007*.

2.0 Use of Plan

- 2) All staff involved with the sale and supply of liquor, gaming or security shall be made familiar with this Plan.

3.0 Use of the Hotel

- 3) The Hotel is permitted to trade between the following hours:
 - a) Monday to Sunday 10.00am – 12 midnight,
- 4) The bistro (including the indoor area, terrace and courtyard) may only be used between 10am and 10pm daily;
- 5) Notwithstanding the above, the gaming room and bar (as defined by **Attachment 1**) is permitted to trade between 10am and 4:00am the following day Monday to Sunday, subject to the following restrictions after midnight:
 - a) Maximum capacity of 30 patrons,
 - b) Closure of the parking area identified in **Attachment 2**.

4.0 Signage

- 6) All signage required under the *Liquor Act 2007* shall be displayed in the appropriate places:
 - a) The Licensee will ensure that all required internal signage is erected and maintained at all times, including; dress code, the responsible service of alcohol and harm minimization requirements,
 - b) Signage will be erected at the main entrance stating the Licensee Name and licence number,
 - c) Signs, clearly visible to patrons, are to be affixed at the exits to the licensed premises warning patrons of the need to leave the licensed premises and the immediate vicinity quickly and quietly,
- 7) No signs, including banners, except for those that comply with the exempt and complying development requirements, shall be displayed on the building or its curtilage without prior consent from Council;
- 8) Signage relating to the use of CCTV surveillance cameras at the entrances and exits of the Hotel.

5.0 Amenity of Neighbourhood

- 9) No amplified music is allowed in outdoor areas including the bistro terrace, bistro courtyard and gaming area, except gaming machines;
- 10) Management shall ensure that all external openings are closed each evening at 10.00pm except for patron ingress and egress;
- 11) The only entrance to the Hotel gaming room after midnight is from the car park;
- 12) Management shall ensure that the restricted area (**Attachment 2**) shall be cordoned with bollards after 12 midnight when in operation and no further vehicles can enter the restricted area;
- 13) The Licensee will take all reasonable measures to ensure that the behaviour of staff and patrons when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood;
- 14) The business shall be conducted in such a manner as not to interfere with, or materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil, or otherwise;
- 15) The Licensee shall ensure that the Hotel, carpark and adjoining street (Howard Road, Stephens Lane and Shoults Lane) are kept clean and tidy.

6.0 Noise Criteria

- 16) The LA10 noise level emitted from the premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz - 8kHz inclusive) by more than 5dB between 7:00am and 12.00 midnight at the boundary of any affected residence;
- 17) The LA10 noise level emitted from the premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz - 8kHz inclusive) between 12.00 midnight and 7:00am at the boundary of any affected residence;
- 18) Notwithstanding compliance with the above, noise from the premises shall not be audible within any habitable room in any residential premises between the hours of 12.00 midnight and 7:00am;
- 19) Noise level from any gaming machine speaker shall not exceed 63dB(A)L10 when measured 1m from the machine.

7.0 Behaviour of Patrons and Responsible Service of Alcohol

- 20) The attached to the premises shall be exercised - at all times - in accordance with the provisions of the Liquor Act.

The following operational policies for the responsible service of alcohol shall apply:

- a) All relevant staff employed at the Hotel shall complete an approved course in the Responsible Service of Alcohol and hold a NSW Competency card,
- b) Any member of staff with a NSW Competency Card must ensure that they have that card on their person whilst working and produce it on request of NSW Police or OLGR Special Inspectors. Failure to produce the card may be subject to an on the spot fine of \$550,
- c) The Licensee shall not engage in any liquor promotion that is likely to promote irresponsible service of liquor,
- d) Any person who is intoxicated shall be denied entry to the Hotel,
- e) The Licensee will not permit intoxication or any indecent, violent or quarrelsome conduct by patrons on the premises. Any person causing such a disturbance shall be refused service and asked to leave the Hotel. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period determined by the Licensee,
- f) Production of photographic identification will be required at the discretion of the licensee, staff and security personnel. The only acceptable proof of age identification are:
 - i) A driver's or rider's licence or permit (issued by an Australian State or Territory or any foreign country),
 - ii) Australian or foreign passport,
 - iii) Proof of age card issued by a public authority of the Commonwealth or of any Australian State or Territory for the purpose of attesting to a person's identity and age,
 - iv) Keypass identify card issued by Australia Post, or
 - v) NSW electronic driver or rider's licence,
- g) Low alcohol beer and non-alcoholic beverages will be available at all times when full strength liquor is available,
- h) Free drinking water will be available at all times when liquor is available,
- i) Food consistent with the responsible service of alcohol will be available on request whenever alcohol is available for consumption on the premises.

8.0 Staff and Security

- 21) Two (2) security personnel shall be required during the extended trading hours for the gaming room between 12 midnight and 4am the following day or till close each day, Monday to Sunday:
 - a) one (1) security personnel is to be stationed at the door to the gaming room, and
 - b) one (1) security personnel to patrol the car park and external area of the Hotel;
- 22) Upon closure, security are to be stationed at the following locations:

- a) inside the premises at the door to the gaming room, and
 - b) outside the premises at the main entrance on Howard Road closest to the main bar area;
- 23) The two (2) security guards are to be on-duty until staff leave the premises and are to escort staff to their vehicles;
- 24) Staff on duty are to wear a mobile duress alarm that can be activated in the event of an emergency situation:
- 25) The Licensee shall require any security personnel employed at the Hotel to:
- a) be dressed in readily identifiable uniform displaying identification as a security guard and be appropriately licensed,
 - b) fill in a time sheet (start and finish times) which is to be initialled by the manager/Licensee on duty,
 - c) report to the manager/Licensee to obtain a briefing on any specific duties to be addressed on the evening before commencing duty,
 - d) note details of any incidents which required intervention by security personnel within the premises or in the vicinity of the premises in the Incident Register,
 - e) ensure that persons entering the premises are suitably attired in accordance with the Hotel's dress code which shall require patrons, at least, to be neatly dressed in casual wear, with footwear and to be clean,
 - f) prevent any person, detected as intoxicated, entering the premises and bring to notice of the Licensee or manager, any person on the premises who might be approaching intoxication,
 - g) prevent patrons leaving the premises with glasses or other opened drinking containers,
 - h) monitor patron behaviour within, and in the vicinity of the premises until all patrons have left them, taking all practical steps to ensure the quiet and orderly departure of patrons,
 - i) collect any rubbish in the vicinity of the premises that may be associated with the business,
 - j) co-operate with the Police and any other private security personnel operating in the vicinity of the premises;
- 26) For the purpose of the plan, the description, "the vicinity of the premises" shall be the streets abutting the Hotel on Howard Road, Stephens Lane and Shoults Lane;
- 27) The Licensee shall install and maintain closed circuit TV cameras to provide surveillance of the interior of the Hotel as well as the entries to the Hotel and the vicinity of the premises. Monitoring screens shall be installed where the Licensee, manager or staff can easily observe them. Digital recordings from those cameras shall be kept for 30 days and shall be made available to the Police within 24hrs upon receipt of a written request for access to them.

9.0 CCTV Systems

- 28) The licensee must maintain a closed-circuit (CCTV) system on the premises in accordance with the following requirements:
- a) the system must record continuously from opening time until one hour after the premises is required to close (or, in the case of a premises that is not required to cease trading, continuously at all times),
 - b) recordings must be in digital format at a minimum of ten (10) frames per second,
 - c) any recorded images must specify the time and date of the recorded image,
 - d) the system's cameras must cover the following areas:
 - i) all entry and exits points on the premises
 - ii) the footpath immediately adjacent to the premises, and
 - iii) all publicly accessible areas (other than toilets) within the premises;
- 29) The Licensee must also:
- a) keep all recordings made by the CCTV system for at least 30 days,
 - b) ensure that the CCTV system is accessible at all times the system is required to be operated pursuant to clause 1(a), by at least one person able to access and fully operate the system, including downloading and producing recordings of CCTV footage, and
 - c) provide 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.

10.0 General Security Duties and Arrangements

- 30) Security personnel may assist patrons in accessing safe transportation from the site,
- 31) Upon commencing duty and thereafter, regularly during routine patrols, check to ensure that all emergency exit doors are closed and kept closed,
- 32) Patrol all toilets at random intervals, notifying the Licensee or management of any suspected illegal activity or if the toilets need attention in regard to cleanliness,
- 33) Identify and report to the duty manager, any persons considered to be approaching intoxication,
- 34) In the event of an incident, clearly identify themselves as security and attempt to rectify the problem,
- 35) Assist the Licensee or management in removing patrons from the Hotel. Patrons are only to be asked to leave at the direction of management. Forced removal from the premises must only occur at the direction of management and with reasonable force only. Immediate hands on action may be used in self defence or in the defence of another patron.

11.0 Delivery and Waste Disposal

- 36) All deliveries to, and servicing of the Hotel shall take place in the designated loading area between 9am and 7pm.

12.0 Removal of Liquor from the Hotel

- 37) The Licensee shall prevent patrons leaving the licensed area of the Hotel with liquor in opened containers, glasses or the like;
- 38) The Hotel will not sell packaged liquor for consumption off the premises after midnight if authorised to do so under the *Liquor Act 2007*.

13.0 Fire and Safety Measures

- 39) The Licensee shall ensure that all essential services installed at the premises and the closed circuit CCTV system are certified annually and shall ensure that they remain in good working order;
- 40) In the event of any malfunctioning of any essential service or the CCTV system, the Licensee shall ensure that it is rectified as quickly as is reasonably possible;
- 41) Lists of the telephone numbers of all relevant emergency agencies shall be kept near all telephones;
- 42) All managers and other permanent staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the premises.

14.0 Amendments to this Plan

- 43) In circumstances where experience shows that it is reasonable or desirable to modify any provision of this Plan for the better management of the Hotel that modification may be made but only with the written approval of Bankstown Council.

