

UPDATED PLAN OF MANAGEMENT

**KARAOKE AND RESTAURANT
Modification to DA-93/3021**

2 GEORGE STREET YAGOONA

**SUBMITTED TO
CANTERBURY BANKSTOWN COUNCIL**

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PLAN OF MANAGEMENT

1. INTRODUCTION

1. Karaoke Centre and Restaurant (Venue)
2. This Plan of Management (POM) has been prepared to support a Section 4.55(2) Application for Modifications to DA993/2021 that seeks approval for extended hours of operation for the existing Venue.
3. The purpose and intent of the POM from a venue operational and management perspective is to implement and effectively maintain the highest standards of responsible service of alcohol (RSA) and harm minimisation systems to ensure staff, patron, and community safety and welfare.
4. In undertaking this commitment, the Licensee will implement a number of measures in consultation with the Bankstown PAC in an effort to reach these high standards and mitigate further risks associated with alcohol-related crime
5. All staff involved in the sale and supply of alcohol shall be familiar with this POM. A copy of said plan will be available on-site at all times within the venue compliance folder and immediately produced for inspection upon request by a member of the NSW Police Force, an Inspector from Liquor and Gaming NSW, and Council members attached to Canterbury-Bankstown LGA.
6. The Provisions of this POM will be adhered to and complied with at all times during the execution of the duties of all staff employed at the venue.
7. For the purpose of this POM, the immediate vicinity of the licensed premises shall mean a distance of up to 150 metres from the boundary of the actual licensed area.

2. OBJECTIVES

1. Adequate measures should be put in place to monitor the behaviour of patrons whilst at the venue to ensure the venue's operations do not cause undue disturbance to neighbours.
2. To establish standards and measures to achieve a safe environment for staff and patrons, thereby minimising the potential for alcohol-related assaults, anti-social behaviour, and adverse impact upon the amenity of the local area.
3. Adequate practices and procedures are in place relating to compliance with the conditions of the on-premises licence and other Liquor Act and Regulation requirements, as well as the conditions of any Council development consent.
4. That adequate measures are in place to ensure that minors do not gain access to liquor, including secondary supplies.
5. To ensure the loading/ unloading of deliveries and garbage is undertaken to minimise amenity impacts.

6. To ensure the Venue does not impact upon the safety and security of surrounding neighbours.
7. To ensure the Venue operates and is managed in an orderly fashion to minimise impacts upon its surrounding neighbours.
8. To minimise the noise of patrons within the establishment and to reduce acoustic impacts.
9. To ensure the Venue will be operated in accordance with the Plan of Management, including the conditions of consent imposed within the development consent and the Liquor Licence.
10. Discourage rapid or excessive consumption of alcohol by implementing measures underpinned by responsible service of alcohol principles.

3. SITE DETAILS

1. The Venue is located at Lot 4 in DP 16667, commonly known as No. 2 George Street, Yagoona.
2. The primary purpose of the premises is the provision of entertainment with a focus on the restaurant and authentic Vietnamese foods.
3. The Venue contains a total of eight (8) karaoke rooms, made up of one accessible karaoke room on the ground floor and seven (7) remaining rooms on the first floor. The ground floor contains a restaurant including a stage, two (2) private dining rooms, a bar, a reception area and an existing commercial kitchen and sanitary facilities.

4. LIQUOR LICENCE

1. They are presently the subject of liquor licence number LIQO624001622 granted by the Independent Liquor & Gaming Authority.
2. Adequate practices are to be implemented by management and the licensee to ensure compliance with all requirements of that licence that apply and other requirements of the Liquor Act and Liquor Regulation.
3. A copy of the licence is to be kept at the Venue and made available to the Police and Council on request.
4. Liquor will only be sold and supplied during the hours specified in the licence.

5. OPERATIONS

5.1. Hours of Operation

1. The hours of operation of the karaoke are restricted to:
 - a) 5am to 3am the following day, Mondays to Saturdays.

- b) 6am to 3am the following day, Sundays
- 2. The hours of operation of the restaurant shall be restricted to:
 - a) 11am to 6am the following day, Mondays to Sundays,

NB: Food and snacks will still be served to karaoke patrons after the restaurant closes. Also, a 6-hour closure period between alcohol service will be implemented daily. The service of alcohol will align with the Statement of Risks and Potential Effects (SoRPE) as it explicitly outlines the service of alcohol licensing hours.

5.2. Capacity

- 1. The patron capacity for the Venue is for 90 patrons (not inclusive of staff), and up to 17 staff.
- 2. Management will ensure that satisfactory measures are implemented to ensure compliance with that patron's capacity.

5.3. Close of Trade

- 1. The licensee may elect to vary the closing times depending on the day of the week, patronage, or the entertainment provided, however, between the approved opening times.
- 2. The Venue will cease serving or selling alcohol 15 minutes before closing time, at the closing of bar trade, and security.

5.4. Staffing Arrangements

- 1. The types and total number of staff within the *venue* vary based on the night of operation and the venue's offerings. During a peak trading period, the Venue will employ the following staff:
 - a) A licensee
 - b) Supervisor/Manager
 - c) Bar staff
 - d) Kitchen and waitering staff.

5.5. Deliveries

- 1. Deliveries will be made to avoid unduly disturbing our neighbours.
- 2. Deliveries are restricted to:
 - a) 7am to 6pm on weekdays
 - b) 8am to 1pm on Saturdays
 - c) No deliveries are to occur on Sundays.

5.6. Waste Removal and Management

1. The management and removal of waste will be in accordance with any waste management plan and in compliance with any conditions of the Council development consent.
2. As indicated in the Statement of Environmental Effects accompanying the application, overall waste volumes are not expected to increase significantly if the subject application is approved.

5.7. Cleaning and Maintenance

1. The premises will be kept in a clean and tidy condition and regularly maintained both internally and externally, including:
 - a) The surroundings of the building, including the footpath and gutters, are kept clean and free from litter at all times.
 - b) Staff will pick up any discarded rubbish, bottles, and cans in the immediate surrounds of the building on Friday and Saturday nights.
 - c) Staff will routinely patrol and collect empty glasses, bottles and drinking vessels throughout the licensed premises.
 - d) At appropriate times, a staff cleaner will regularly and/or, at the direction of "management, carry out a cleaning regime to sweep up litter within the vicinity of the boundary of the licensed premises.
 - e) Where necessary, security personnel will report the findings of any substance that could be deemed offensive if left unattended to the Licensee/ Manager for a response to be actioned.
 - f) Internal and external areas of the building will be cleaned on a daily basis by staff or a private contractor.

6. COMPLAINT RECORDING AND HANDLING PROCESS

1. Complaints are to be recorded in a complaint register, which is to be available to Council and Police upon request. The register shall detail how and when any complaints are dealt with.
2. Management and staff will at all times consider the amenity of the area and shall take reasonable measures to ensure that the operations of the Venue do not have an undue adverse impact on neighbours.
3. Management will take all reasonable measures to ensure that the behaviour of staff and patrons when entering or leaving the Venue does not detrimentally affect the amenity of the neighbourhood.
4. Signs will be placed in clearly visible positions within the Venue, requesting patrons upon leaving the Venue to do so quickly and quietly, with regard to maintaining the amenities of the area.

5. The Venue 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, wastewater, waste products, grit, oil, or otherwise.
6. Management will call taxis and/or car ride services for any patron at their request. Management and floor staff will be aware of the location of transport options to ensure a safe and quick exit for patrons from the vicinity, e.g. the six bus stops around the venue and the proximity to 2 rail stations.
7. The removal of recycled bottles and glasses shall only occur during the hours specified.
8. Management will detail any complaints that are received in a complaint register with the following information:
 - a) Time and date of complaint
 - b) Name, address, and contact details of the complainant
 - c) Staff and/or manager name
 - d) Action taken
 - e) Follow-up information and outcome.
9. Management, depending on the nature of the complaint, may carry out the following:
 - a) Consult with the complainant in a sympathetic manner with the aim of an outcome to satisfy all stakeholders.
 - b) Consult with and take advice from other stakeholders where relevant, i.e. Police, Council, etc.
 - c) If the complaint relates to noise, consider what action may be required, if any, to remedy it, whether there has been compliance with the noise requirements/conditions, and consider any need for further acoustic testing, etc.
 - d) Review the Plan of Management to ensure its effectiveness and relevance.

7. ACOUSTIC AMENITY

1. All sound emissions and noise management practices will comply with the Council's requirements, any Liquor Licence conditions and any relevant noise and vibration standards, guidelines, and legislation.
2. The Venue will comply with any noise conditions specified in the development consent DA 772/1999 and/or future development amendment approval issued by the Council that apply to it.
3. The Venue will be operated in accordance with the acoustic report prepared by Blackett Acoustics and approved by the Council.
4. The venue will be managed to minimise disturbance to neighbours.

5. All external windows and doors must remain closed during opening hours.
6. All karaoke booth doors are to remain closed while the booth is in use.
7. A visible sign must be permanently erected immediately adjacent to the entry/exit doors indicating that patrons are to leave in an orderly fashion and must leave the vicinity of the Venue in a manner that does not disturb the quiet and good order of the neighbourhood.
8. The licensee will ensure that there are adequate staff at the licensed premises when it is trading to supervise/monitor patrons and related noise levels.

8. HOUSE POLICY

1. The Venue will implement the House Policy relating to matters including:
 - a) The responsible service of alcohol
 - b) Harm minimisation.
 - c) The admission of minors.
2. Staff involved in the sale and supply of liquor and other relevant staff will be made aware of any relevant requirements of the House Policy.

9. RESPONSIBLE SERVICE OF LIQUOR/ PREVENTION OF SALE AND SUPPLY OF LIQUOR TO MINORS/ BEHAVIOUR OF PATRONS

1. A primary purpose of this Plan of Management includes ensuring that patrons behave in an orderly manner whilst at and when leaving the immediate vicinity of the Venue, that liquor is served and consumed responsibly, and that minors do not gain access to liquor.
2. Where identification is not produced, and the patron is suspected of being a minor, alcohol will not be supplied or served to them under any circumstances, and that patron will be asked to leave the premises.
3. The venue policy shall require any person who appears to be under the age of twenty-five (25) years of age to produce acceptable proof of identification approved by L&G NSW, including:
 - a) NSW Photo card
 - b) Driver's licence issued by an Australian state or Territory or another country.
 - c) Passport issued by Australia or another country.
 - d) Proof of age card issued by an Australian State or Territory except NSW
 - e) Key pass identification Card issued by Australia Post

4. Staff shall check that identification documents are current (i.e., not expired) and relate to the actual person presenting such identification and where safe to do so, staff shall confiscate driver's licenses or other forms of identification found to be fraudulent or falsely represented and adhere to the following steps;
 - a) Advise persons presenting false or fraudulent identification that the matter will be reported to police to investigate further.
 - b) Report incidents of false identification to police
 - c) Where safe and reasonable to do so, confiscate false/fraudulent 'proof of age' cards only and provide them to police.
 - d) Make an entry in the venue's incident register as a Part B entry.
 - e) Staff shall actively monitor minors whilst on the licensed premises to prevent and/or identify the secondary supply of alcohol to them by others and caution those accompanying them against this occurring, including the consequences in so doing, with the matter to be reported to the Police.

9.1 Behaviour Of Patrons

1. Management, staff, and security will take all reasonable steps to control the behaviour of patrons of the Venue whilst at and when they enter and leave the Venue.
2. The Licensee and contract security staff will take reasonable steps to control the behaviour of the venue patrons whilst on the premises and as they arrive and depart, including:
 - d) Ensure that prospective patron behaviour is monitored by security personnel or staff members upon approach to the premises. Those persons observed behaving in an antisocial manner or causing excessive noise are refused entry to the premises.
 - e) All karaoke rooms are to be fitted with a viewing panel (square glass insert) at each door. The Venue staff and/or security personnel will ensure this glass is maintained and visible at each door. Security will undertake regular patrols of karaoke rooms to monitor patron behaviour within them.
 - f) Ensure that persons who have been refused entry or patrons who have been ejected from the premises do not loiter.
 - g) Security personnel and the Venue staff members to ensure that patrons leaving the vicinity of the premises do so promptly and as quietly as is reasonably possible; and
 - h) Any person loitering in the immediate vicinity of the Venue will be requested to move on by security personnel / the Venue staff if they do not intend to enter the premises.

9.2 Responsible Service of Alcohol

1. Management and staff will comply with the measures for the responsible service of liquor set out below. Further, they will take all reasonable steps to ensure there is no

loitering of persons in the immediate vicinity of the licensed premises who have been refused admittance to or have been ejected from the Venue.

2. The following operational policies for the responsible service of liquor will apply whilst they are a requirement, and any new policies that replace them will be implemented immediately:
 - a) The Venue will implement a "House Policy" regarding the responsible service of liquor at the Venue, a copy of which will be provided to all staff upon commencing employment at the Venue.
 - b) Management and all staff will take all reasonable steps to restrict activities (such as promotions or discounting) that could encourage misuse or abuse of liquor (such as binge drinking or excessive consumption).
 - c) The licensee will complete an approved responsible service of alcohol course and ensure that all relevant staff involved in the sale and supply of liquor also complete the same.
 - d) Management will encourage patrons to drink responsibly and let them know they will be asked to leave if they become intoxicated, violent, or quarrelsome.
 - e) Low-alcohol beer and non-alcoholic beverages will be available at all times when full-strength liquor is available.
 - f) Water will be available at all times, and liquor will be consumed free of charge.
 - g) Food commensurate with responsible liquor consumption will be available whenever liquor is consumed at the licensed premises.
 - h) Management will arrange (without charge) taxi pick-ups from the Venue for any patrons that request such service.
 - i) Any person suspected of being under the age of 18 years will be requested to provide acceptable identification before being sold or supplied liquor.

9.3 Prevention of Sale and Supply of Liquor to Minors

- a) All staff will be under strict instructions to ensure that liquor is not sold and supplied to persons under 18 and that adequate practices are in place to ensure that minors do not gain access to liquor, including through secondary supply.
- b) No liquor is to be sold, supplied, or consumed in any karaoke room in which a minor is present unless the minor is in the presence of a responsible adult as defined under the Liquor Act 2007.
- c) The licensee must ensure signs are permanently displayed in each karaoke room stating, "liquor must not be sold or supplied to persons under the age of eighteen (18) years".
- d) Staff will be vigilant in ensuring that alcohol is not supplied to minors, and any person suspected of being under the age of 18 years is to be asked to provide proof of age before being supplied with liquor.
- e) As detailed above, each of the rooms' doors will be fitted with a glass insert to

facilitate staff monitoring and assistance in this regard.

- f) As detailed below, CCTV cameras will be installed at the Venue, including in each karaoke room.

9.4 Drink Restrictions

- a) No drinks designed to be consumed rapidly; for example, 'shots', 'shooters', 'slammers', or 'bombs' are to be sold or supplied at the Venue.
- b) The sale and supply of bottles of spirits is prohibited.
- c) Patrons must be prevented from removing glasses, opened cans, bottles, or alcohol from the Venue (except any approved bottle shop area) or approved outdoor dining area included within the boundaries of the licensed premises.

10. SECURITY AND SAFETY

1. Management values the security and safety of patrons and employees.
2. Various staff will be in attendance while the Venue is trading, including the licensee and/or a manager and floor staff (this will generally include between 9 and 12 staff on quieter days and between 12 and 15 staff on busier days). As such, there are sufficient staff at the Venue to monitor patrons and ensure compliance with all requirements, including the requirements of this management plan.
3. In addition to those staff, the uniformed licensed security officer will be employed at the Venue during Karaoke opening times: one (1) on Mondays to Thursdays, a minimum of three (3) on Fridays and Saturdays, and one (1) on Sundays at least one hour prior to opening the karaoke venue and at least one hour after closing the karaoke venue for the approved hours of operating and trading.
4. The Venue has now been trading for some time, and management is not aware of any incidents of alcohol-related violence associated with the operation of the Venue, however, the safety of any patron is of the utmost importance and the security detail will not be decreased during any quieter periods.
5. When licensed security officers are present at the Venue, arrangements will be as follows:
 - a) Any security officer/s must be in possession of a current security licence.
 - b) The security officer/s will be uniformed so as to be clearly identifiable.
 - c) The security officer/s will be required to conduct himself/herself at a minimum in accordance with a Code of Practice for the Venue or that of his/her employer.
 - d) Conduct patrols within the Venue as deemed necessary. Also, external patrols will be conducted. Areas patrolled outside the Venue within 150 metres will be undertaken to ensure that patrons do not loiter or linger after leaving.
 - e) The security officers will record details of any required incidents relating to the

Venue.

- f) The security officer/s will remove any patron who exhibits unacceptable and/or anti-social behaviour.
 - g) Security will pay special attention to ensuring that patrons behave in an orderly manner upon leaving the Venue.
 - h) The security officer may conduct searches of patrons if deemed necessary (i.e. if patrons are believed to be carrying a weapon). Management will advise on the protocols to be implemented in respect of searches, for instance, where searches will occur, whether staff will also be present when any searches are taking place, who will search and supervise searches of females, etc.
 - i) Whilst final patrols are being conducted. If necessary, the security officer/s will collect any rubbish on the footpath immediately outside the Venue which may be associated with the Venue.
 - j) The security officer/s and management will cooperate with the Police, Council and Special Inspectors.
 - k) Assist with the management of the Venue, including the various measures as set out in this Plan of Management.
6. Management will ensure that security staff provided have received appropriate training relating to the manner of operation of the Venue. The staff of the Venue will also receive training in this regard as deemed necessary and applicable.
7. The licensee or a representative will join and be an active participant in the Local Liquor Accord. The licensee will also consult with the Police in respect of the manner of operation as necessary.
8. An authorised person includes the Licensee, an employee or agent of a Licensee or a Police Officer. An authorised person may refuse to admit to a licensed premises any person who, amongst other things, is intoxicated, violent, quarrelsome, disorderly, smoking in a smoke-free area, or is using or in possession of an illegal drug.

11. CCTV

1. The licensee must maintain a closed-circuit television (CCTV) system on the licensed Venue in accordance with the following requirements:
- a) The system must record continuously from the opening time until one hour after the Venue is required to close (or, in the case of a Venue that is not required to cease trading, continuously at all times)
 - b) Recording must be in digital format and at a minimum of six (6) frames per second.
 - c) Any recorded image must specify the time and date of the recorded image.
 - d) The system's cameras must cover the following areas:
 - (i) all entry and exit points on the Venue,
 - (ii) the footpath immediately adjacent to the Venue, and

(iii) all publicly accessible areas (other than toilets) within the Venue.

2. 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 operate 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.
- c) Provide any recordings made by the system to a police officer or Liquor and Gaming NSW inspector within 24 hours of the officer or inspector requesting such recordings.

12. VIOLENCE AND ANTI-SOCIAL BEHAVIOUR/ CRIME SCENE PRESERVATION GUIDELINES

1. Violent conduct or anti-social behaviour will not be tolerated by Management.
2. If deemed necessary, signage will be prominently displayed at the Venue advising patrons of the same, and that non-compliance could lead to immediate removal and banning.
3. The licensee must, immediately after the licensee or a staff member becomes aware of an incident on the Venue involving an act of violence that has caused a serious injury to a person, ensure:
 - a) That all reasonable steps are taken to preserve and keep intact the area where the incident occurred, and that any implement or other thing associated with the act of violence is retained in accordance with guidelines issued by the NSW Police Force relating to the preservation of crime scenes
 - b) That the Local Area Commander of the local police area in which the Venue is situated is advised by a staff member of the incident
 - c) That any directions given by the Commander to the licensee or a staff member to preserve or keep intact the area where the incident occurred are complied with.

13. INCIDENT REGISTER

1. The licensee will maintain any required incident register at the Venue and arrange for all required incidents to be recorded in that register.

14. QUEUING

1. With regard to the manner of operation and relatively modest patron capacity (90 patrons), patrons should not be expected to queue to enter the Venue.

2. Notwithstanding the same, management will ensure that there are adequate procedures in place and adequate staff in attendance so that should any queues form, they are processed as quickly as possible.
3. As detailed elsewhere in this document, there will be adequate supervision of patrons during the trading hours of the Venue to ensure that patrons behave in an orderly manner. That noise is kept to a minimum. This will include any measures necessary to ensure, as far as practicable, that patrons do not loiter or linger in the immediate vicinity of the entrance to the Venue upon leaving.

15. STAFFING AND STAFF TRAINING

1. Various staff will be employed at the Venue. All staff involved in the sale and supply of liquor will have completed an approved Responsible Service of Alcohol course. All managers involved in the operation of that part of the business to which the licence will apply will complete an approved Responsible Service of Alcohol course. Management will ensure that there are adequate staff members in attendance during trading hours.
2. Management will arrange for adequate staff to attend whenever the licensed Venue is operating to ensure compliance with this Plan of Management, the licence, and other requirements of the Liquor Act and Liquor Regulation.
3. The licensee must ensure that staff wear name tags and/or uniforms identifying themselves to patrons and authorities that they are working at the Venue.
4. It is anticipated that there will generally be between 9 and 12 staff on the quieter days of the week and between 12 and 15 staff on busier days. This will include the licensee or a manager, kitchen staff, floor staff (for both the dining area and karaoke rooms), and bar staff.
5. All managers and key staff will be made aware of the requirements of the Plan of Management.
6. Regular staff meetings will be conducted, and staff will be advised of any special needs that may arise from time to time.

16. DRUG POLICY

1. Management will implement a zero-tolerance policy with respect to illicit drug use at the Venue.
2. If deemed necessary, signage will be displayed in this regard.
3. Staff will receive instructions in relation to this policy, including the procedures to be followed in the event that any patron is suspected of using illicit drugs at the Venue or found to be dealing in such drugs at the Venue.

4. Any person suspected of being involved in illicit drug use on the Venue will be removed immediately.
5. Management will not engage in any promotions or other activities that may be considered to promote or encourage illicit drug use at the Venue.

17. PUBLIC TRANSPORT

1. A variety of public transport is available to patrons in close proximity to the Venue, including train and bus services.
2. There are also taxi stands within easy walking distance. Further, management will provide a service of contacting taxi companies and private car ride services e.g. Uber/Ola to collect patrons at their request. Management and staff will also assist patrons with routes to public transport upon request.

18. EMERGENCY AND EVACUATION PROCEDURES

1. A prime concern of Management will be the total safety of patrons, staff, and neighbours.
2. Management will ensure that up-to-date safety procedures and equipment are implemented at all times.
3. The following emergency measures are to be adhered to:
 - d) The management's prime concern will be the safety of patrons, staff, and neighbours.
 - e) Management will always implement up-to-date safety procedures and equipment.
 - f) Management will ensure that a current list of emergency telephone numbers is available on all phones at all times.
 - g) Management will ensure that all staff are aware of the fire safety requirements and the evacuation procedures to be followed in the event of a fire at the premises.
 - h) An appropriately qualified fire equipment maintenance contractor will be contracted to provide ongoing service to maintain all fire services at the premises and ensure compliance with all relevant codes.

19. LOCAL LIQUOR ACCORD

1. Management will join and be an active participant in the Local Liquor Accord.

20. DEVELOPMENT CONSENT AND PLAN OF MANAGEMENT TO BE KEPT AT THE VENUE

1. A copy of the most recent development consent issued by Council in respect of the Venue and this Plan of Management is to be kept at the Venue and made available to the Police and Council upon request.

21. STATEMENT OF RISK AND POTENTIAL EFFECTS

1. The statement of Risk and Potential Effects forms part of this Plan of Management.

Signed Declaration

I..... (licensee/manager) have read and understand the Plan of Management relating to the operation of the licensed small café/bar as detailed above in APPENDIX 2.

.....
Signed

.....
Dated