

**PLAN OF MANAGEMENT – OPERATION,
ALCOHOL AND HOUSE POLICY**

Medowie Family Tavern

ADDRESS: Muir Street, Medowie NSW 2318

This page has been left blank intentionally

CONTENTS

1	Introduction	5
1.1	Purpose	5
1.2	Staff Review	5
1.3	Operation of Plan of Management	5
1.4	Liquor License	5
2	Signage	7
3	Hotel Operation	9
3.1	Hours of Operation	9
3.2	Availability of Food	9
3.3	Venue Entertainment	9
3.4	Dress Code	9
3.5	Litter Patrol	10
4	Management	11
4.1	General Operation and Monitoring Patron Behaviour	11
4.2	Noise	12
4.3	Transportation	12
4.4	Venue Closure & Dispersal of Patrons	12
4.5	Complaint Register	12
4.6	Staff Training	12
5	Responsible Service of Alcohol	13
5.1	Requirements	13
5.2	Identifying and Preventing Intoxication	14
5.3	Prevention of Sale and Supply of Alcohol to Minors	15
5.4	Harm Minimisation	15
6	Responsible Conduct of Gambling	17
7	Staff Procedures	19
8	Security Measures	21
8.1	Security Personnel	21
8.2	Incident Reporting	21
8.3	Video Surveillance (CCTV)	21
9	Site Maintenance	23
9.1	Cleaning	23
9.2	Waste Management	23
10	House Policy	25
11	Amendments to this Plan	27

TABLES

Table 1 - Symptoms of Intoxication	14
------------------------------------	----

1 INTRODUCTION

1.1 PURPOSE

The purpose of this Plan of Management (POM) is to outline the performance requirements and expectations involved with the sale and supply of liquor at the Medowie Tavern. This POM has been developed with having regard to the relevant matters under the following documents:

- + Statutory conditions attached to the premises' Liquor License;
- + Relevant matters under the Liquor Act 2007 and the Liquor Act Regulations;
- + Responsible Promotion of Alcohol Product Guidelines (Liquor & Gaming NSW);
- + Prevention of Intoxication on Licensed Premises Guidelines (Liquor & Gaming NSW); and,
- + Intoxication Guidelines (Liquor & Gaming NSW).

1.2 STAFF REVIEW

Prior to the operation of the premises, all staff involved with the sale or supply of liquor including management, floor staff and bar staff will be made familiar with this Plan of Management, during their employment induction. All staff involved with the sale or supply of alcohol or provision of security are required to sign a register stating they have been acquainted with the POM. The register to be kept with this plan at all times.

1.3 OPERATION OF PLAN OF MANAGEMENT

The Medowie Tavern is to operate in accordance with this POM and may be amended following consultation with NSW Police. A copy of the POM, as well as the liquor license and development consent is to be kept on premises and available upon request by persons in a position from Liquor and Gaming NSW, Police, Council Officer and the Independent Liquor and Gaming Authority.

1.4 LIQUOR LICENSE

An application for a liquor licence will be sought separate to the development application process. The Tavern will operate in accordance with the liquor license issued for the premises.

This page has been left blank intentionally

2 SIGNAGE

Provisional signs will be appropriately located and will be prominently displayed in the venue, regarding the sale and supply of alcohol, restricted areas and the sale and supply of alcohol to intoxicated persons.

- + All signs required by Liquor & Gaming NSW will be affixed to all necessary areas of the premises.
- + Signs will be on display at exits requesting patrons to leave in a quiet and orderly fashion.
- + A sign will be displayed near the main public entrance off Muir Street with the name of the licensed premises, the name of the licensee, the type of license held.

This page has been left blank intentionally

3 HOTEL OPERATION

3.1 HOURS OF OPERATION

Liquor will be sold in accordance with the following hours;

- + Monday to Sunday 10:00am to 12:00am (Midnight)

The Liquor Act 2007 prohibits the sale of liquor by takeaway after 11pm (mon to Sat) and 10pm on Sundays.

3.2 AVAILABILITY OF FOOD

The premises will be open for lunch and dinner every day. Lighter meals will also be available at all times. A range of dining options and styles will be available to cater for market demand.

3.3 VENUE ENTERTAINMENT

Live entertainment will be provided at times for patrons. The Tavern will provide a vibrant and safe environment, where members of the community can watch live music.

On nights when the venue has live music, the performance will be completed no later than 30 minutes prior to the closure of the premises. Noise levels during the performances will be kept to the recommended levels as highlighted in the Noise Assessment. A complaints register will be kept at the venue at all times, enabling neighbouring residents, if required, to notify the premises of a noise complaint.

3.4 DRESS CODE

Medowie tavern seeks to implement a dress code to ensure patrons are neat, clean and in appropriate attire always. The below attire will not be permitted.

- + Football shorts or stubbies.
- + Bare feet
- + Training apparel
- + Swimwear/beachwear
- + Soiled or dirty clothing
- + Offensive wear
- + Untidiness or frayed clothing
- + Singlets

Any clothing with obscene or offensive will not be tolerated.

3.5 LITTER PATROL

An adequate number of bins will be location through-out the premises to help mitigate the potential litter impact upon the surrounding environment. A litter patrol area will be determined and staff will perform litter patrols once a day prior to trade opening for the day. This will cover footpath, gutter, building entry, driveway and surrounds.

4 MANAGEMENT

4.1 GENERAL OPERATION AND MONITORING PATRON BEHAVIOUR

- + The Licensee and Management will consider the amenity of the surrounding area and will ensure the operations are managed in such a way as to reasonably minimise any adverse impacts to neighbours (business and residential) through noise, waste and behaviour of patrons.
- + Patron behaviour, if deemed unreasonable, may be refused service, asked to leave and be barred for a period of time warranted by the Licensee.
- + Management will comply with any noise conditions that may be in place relating to the operations of the premises.
- + The mechanical plant will be maintained appropriately to reduce noise and odours.
- + The venue operations will be conducted in such a manner as not to unreasonably interfere with, or materially affect the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapor, steam, soot, ash, dust, waste water, waste products, grit, oil or otherwise.
- + The Licensee and staff shall take all reasonable steps to control the behaviour of patrons whilst on the premises and as they arrive and depart the venue. To ensure this, the Licensee shall:
 - o Take all reasonable steps to ensure that venue operations are compliant with Section 125 of the Liquor Act 1982 – Conduct on Licensed Premises, by monitoring and managing patron behaviour;
 - o Ensure that prospective patron behaviour is monitored upon approach to the venue and those persons observed consuming alcohol external to the venue, behaving in an anti-social manner or causing excessive noise are not permitted entry into the venue;
 - o Ensure that persons who have been refused entry or a patron(s) who has been ejected from the venue does not loiter;
 - o Erect signs at the entry/exits of the premises requesting that patrons be considerate of the neighbours by leaving the venue quickly and in a quiet and orderly manner without causing disturbances;
 - o At the cessation of any bar trade make an announcement advising patrons of the approach of closing time and then making a request for patrons to depart the premises and vicinity quickly and quietly so as to avoid disturbance of the neighbourhood; and
 - o The Licensee and staff shall take all reasonable steps to ensure that there is no loitering in the vicinity of the venue.

Patrons that fail to comply with the venues behavioural requirements and have been provided correct advice and management and proceed to involve themselves in anti-social conduct causing ejection from the premises will be excluded from attending the venue for a period of time.

- o Any such action will require Management to record such action in an appropriate ledger, acquiring patron details and nature of the incident.
- o Management will establish a schedule of penalties as to maintain consistency appropriate to the level of misconduct.

4.2 NOISE

Patrons and employees will be encouraged to keep noise to a minimum when entering and leaving the premises. Intoxicated and/or loud patrons will not be allowed entry into the venue and will be ejected if they are already in the venue. All amplified sound will be reduced to background noise 30 minutes prior to closing. All noise complaints will be documented in a register and kept on site.

4.3 TRANSPORTATION

The use of public transportation, taxis and designated drivers as opposed to drink-driving will be encouraged under all circumstances in accordance with TfNSW, Independent Liquor and Gambling Authority (ILGA) and NSW Police guidelines. Staff can contact taxi service for the direct pickup of patrons if requested.

4.4 VENUE CLOSURE & DISPERSAL OF PATRONS

Patrons remaining at the venue during the later-night trade will be informed 30 minutes prior to the closure of evening trade. This provides the opportunity for patrons to organise their own appropriate transport home, or request a staff member to contact and arrange a taxi service. Upon closure staff will ask patrons to respectfully leave the venue, whilst considering local residents. Staff will disperse groups gathering and mingling around the building if they are not awaiting transport.

4.5 COMPLAINT REGISTER

- + Management will endeavour to address any reasonable concerns of people in the surrounding area or other third parties without the involvement of Port Stephens Council and/or NSW Police wherever possible.
- + Management will respond or meet with any complainants and attempt to address and resolve any reasonable concerns.
- + Management will be contactable by telephone during operating hours, or by email outside of hours.

Any complaints made to the venue are to be recorded, and such records are to include the complainant's details, nature of the complaint and action taken by the venue.

4.6 STAFF TRAINING

The Licensee will ensure that staff training sessions are held every 6 months which entail;

- + Crime Scene preservation guidelines;
- + RSA refresher;
- + Intoxication prevention measures;
- + License conditions and Plan of Management; and,
- + License authorisation and venue trading hours.

5 RESPONSIBLE SERVICE OF ALCOHOL

It is unlawful to sell or supply liquor to a person who is intoxicated on licensed premises and is unlawful to permit intoxication on licensed premises.

A person is considered to be intoxicated if:

- + The person's speech, balance, co-ordination or behaviour is noticeably affected, and
- + It is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.

The Liquor and Gaming NSW has issued Guidelines to assist in the identification of intoxicated persons.

Staff shall bring to the attention of Management any person considered to be in, or approaching a state of intoxication.

5.1 REQUIREMENTS

- + The Licensee will ensure that all staff involved in the sale and supply of liquor has completed an approved NSW Responsible Service of Alcohol Course and holds a valid NSW Competency Card and/or certificate.
- + The Licensee will maintain a register containing copies of RSA Competency Cards and/or certificates. This register is to be made available for inspection when requested by NSW Police or Inspectors of Liquor & Gaming NSW.
- + All staff and management involved with the sale and supply of liquor are accountable for the responsible service of alcohol on the premises.
- + Staff will provide patrons information about transport options and assist in contacting taxi companies to collect patrons at their request.
- + All takeaway sales will cease in accordance with the premises operating hours.
- + The venue will not serve liquor to any person who is intoxicated.
- + The venue will decline entry to any person who is intoxicated.
- + The venue will promote the service of non-alcoholic beverages.
- + A log of alcohol related incidents will be recorded by Management and will include:
 - o Refusal of service/Asked to Leave
 - o Minor/No ID
 - o Violence
 - o Intoxication
 - o Any visit from NSW Police, Inspectors of Liquor & Gaming NSW or other relevant regulatory officers
- + The Licensee or Management will have adequate staff rostered to ensure the safety and compliance of the premises.

No person under the age of 18 years shall be served liquor at the venue. Production of a document of one of the following classes is, for the purposes of Section 117E of the Act, evidence that a person holding the document is at least 18 years of age, but only if the document bears a photograph of the person and indicates (by reference to the person's date of birth or otherwise) that the person is of or above that age (and only if the document has not expired and otherwise appears to be in force):

These are;

- + a motor vehicle driver's or rider's licence or permit issued by TfNSW or by the corresponding public authority of the Commonwealth, of some other State or Territory or of some other country;
- + a passport issued by the Commonwealth or under the law of some other country; or,
- + a Photo Card issued under the Photo Card Act 2005.

Note: All forms of identification used to establish proof of age MUST be current.

5.2 IDENTIFYING AND PREVENTING INTOXICATION

Management and staff will endeavour to prevent intoxication through the following methods:

- + Ensuring patrons already showing signs of intoxication or approaching intoxication will not be served.
- + Food commensurate to the responsible service of alcohol is available at all times that alcohol is served.
- + Ensuring that low alcohol, non-alcoholic drinks and free drinking water is available whenever alcohol is served.

Note: These symptoms or signs are not exhaustive and not necessarily conclusive of intoxication.

Table 1 - Symptoms of Intoxication

Speech	Balance	Co-ordination	Behaviour
<ul style="list-style-type: none"> + Slurring words + Rambling or unintelligible conversation + Incoherent or muddled speech + Loss of train of thought + Not understanding normal conversation + Difficulty in paying attention 	<ul style="list-style-type: none"> + Unsteady on feet + swaying uncontrollably + Staggering + Difficulty walking straight + Cannot stand or falling down + Stumbling + Bumping into or knocking over furniture and people 	<ul style="list-style-type: none"> + Lack of coordination + Spilling drinks + Dropping drinks + Fumbling change + Difficulty counting money or paying + Difficulty opening or closing doors + Inability to find one's mouth with a glass 	<ul style="list-style-type: none"> + Rudeness + Aggression + Belligerent + Argumentative/ Quarrelsome + Offensive + Bad tempered + Physically violent + Loud/boisterous + Confused + Disorderly + Exuberance + Using offensive language + Annoying / pestering others + Overly friendly + Loss of inhibition + Inappropriate sexual advances + Drowsiness or sleeping at a bar or table + Vomiting + Drinking rapidly

5.3 PREVENTION OF SALE AND SUPPLY OF ALCOHOL TO MINORS

- + No alcoholic beverage shall be provided to a patron under the age of 18 by staff members or other patrons.
- + By law parents cannot supply alcohol to anyone under 18 years of age on licensed premises.
- + When alcohol is served at any function or event held in the premises, anyone under the age of 18 must be accompanied by a responsible adult.
- + Proof of age will be required if the patron looks under the age of 25.
- + Acceptable forms of ID:
 - o Refer to Part 5.1

5.4 HARM MINIMISATION

Management and staff will take all reasonable steps to prohibit any liquor promotion or activities that are likely to promote irresponsible services of alcohol. Inclusive activities such as promotions and discounts that could:

- + Have a special appeal to minors;
- + May be considered indecent or offensive; or,
- + Encourage the rapid, excessive and/or irresponsible consumption of alcohol.

This page has been left blank intentionally

6 RESPONSIBLE CONDUCT OF GAMBLING

To ensure responsible conduct of gaming, the following mitigation measures are proposed to be implemented:

- + All staff are Responsible Conduct of Gaming trained;
- + Staff are not permitted to gamble when working, this includes Poker Machines, TAB and Keno;
- + Not providing free alcohol or offering free credits to anyone playing a gaming machine;
- + Promotion of the Patron Self-Exclusion Scheme via signage and pamphlets;
- + Management and staff will take all reasonable steps to prohibit any activities that are likely to promote irresponsible gambling.
- + Promotion of the Problem Gambling Counselling Services via signage and pamphlets;
- + All prize wins on a gaming machine over \$5,000 are paid by Eftpos or crossed cheque within forty-eight hours of the win. Cheques are not cashed in at the venue;
- + No underage patrons are permitted in the gaming area; and
- + Clocks will be located in the Gaming Area.

This page has been left blank intentionally

7 STAFF PROCEDURES

Refusal of Service

- + Identify signs of intoxication. If you are unsure, ask for a second opinion.
- + Refuse service to intoxicated patron and inform relevant management and staff.
- + Respectfully and politely ask patron to leave.
- + Tell them they are welcome to return another time.
- + Stay with patron until they leave and walk them out the door.
- + Offer assistance for transport.

Removal/Fail to Quit

- + If a patron is continuously quarrelsome, unreasonable, or confrontational notify management. Police will be contacted if required.
- + Any person that is asked to leave or refused entry to the premises are required by law to move 50m or more away from the premises and are not permitted to re-enter the vicinity for 6 hours (minimum).

Verifying Proof of Age

- + If a patron looks under the age of 25, ask for a suitable form of ID to be provided prior to service.
- + Check authenticity, date of birth, compare photograph.
- + If no suitable ID can be produced, politely ask patron to leave and inform other staff members and management.

Dealing with Minors

- + Minors are permitted to be on premises only with direct supervision of a responsible adult.
- + Secondary supply of alcohol to minors will not be permitted.

Secondary Supply

- + If a minor or patron that has been refused service gains access to alcohol while on premise confiscate the beverage.
- + Inform other staff and management.
- + Ask the relevant patrons to leave.

This page has been left blank intentionally

8 SECURITY MEASURES

8.1 SECURITY PERSONNEL

Should they be required, the premises will provide licensed security personnel who hold appropriate qualifications.

8.2 INCIDENT REPORTING

Immediately after the person in charge of the premises becomes aware of an incident involving an act of violence causing an injury to a person on the premises, the owner/Licensee/duty manager must:

- + Take all practical steps to preserve and keep intact the area where the act of violence occurred;
- + Retain all materials and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by the NSW Police;
- + Make direct contact with local Police advise of the incident;
- + Comply with any directions given by the Police to preserve or keep intact the area where the violence occurred; and,
- + The Licensee will maintain a log of reportable incidents which will be made available at the request of NSW Police or other relevant regulatory officers.

8.3 VIDEO SURVEILLANCE (CCTV)

The Licensee will maintain a CCTV system that meets the following minimum requirements:

- + A camera must be located at each entrance to the licensed premises and positioned to record any person entering through these entrances. The CCTV recordings of this camera must be sufficient to enable an individual to be identified, beyond reasonable doubt, when:
 - o the person represents not less than 100% of screen height, and
 - o there is an unobstructed view of the person's face.
- + In addition, CCTV cameras must be maintained throughout the premises with camera coverage to specifically record images of the entire licensed premises.
- + The CCTV recordings of the cameras referred to in sub condition (2) must be sufficient to enable the recognition of a person. A viewer must be able to say with a high degree of certainty whether or not an individual shown is the same as someone they have seen before, when:
 - o the person represents not less than 50% of screen height, and
 - o there is an unobstructed view of the person's face.
- + Recordings must:
 - o Be in digital format;
 - o Record at a minimum of ten (10) frames per second, and,

- Commence one hour prior to opening and operate continuously until at least one hour after closure.
- + The correct time, date and camera identification must be automatically embedded on all recordings and be able to be read when the image is played back on a different system without interfering with the view of the target area.
- + Recordings should be retained for a period of 30 days before being reused or destroyed. The Licensee shall ensure that no person is able to delete or alter any recordings within the 30-day period.
- + Immediate access to the CCTV system and the ability to review recordings on the system is to be granted to NSW Police, OLGR Inspectors or other regulatory officers upon request.
- + The CCTV system shall be able to reproduce a copy of the recordings on Compact Disc, DVD or USB memory stick and must, upon request, be provided within one working day to NSW Police, Liquor & Gaming NSW Inspectors or other regulatory officers.

9 SITE MAINTENANCE

The premises and its immediate area will be kept clean and tidy. Its condition will be regularly maintained internally and externally to meet requirements of Council, any other relevant safety standard and community expectation.

9.1 CLEANING

Staff will ensure as far as practical that the premises is kept in a clean and tidy condition both internally and externally. Cleaning of both internal and external areas of the venue will be undertaken by professional cleaning staff in accordance with the site's liquor licence. Graffiti will be removed as soon as possible.

9.2 WASTE MANAGEMENT

Staff will separate general waste and recyclables where possible. Waste and recycling bins will be clearly labelled and identifiable. In accordance with relevant health guidelines, the bin area will be cleaned by staff with protective gloves.

This page has been left blank intentionally

10 HOUSE POLICY

A copy of the House Policy must be maintained in the RSA Register. The House Policy must be updated if there are changes to legislation. All staff must be briefed on the House Policy and be aware of their obligations.

This page has been left blank intentionally

11 AMENDMENTS TO THIS PLAN

This POM is designed as a dynamic document and therefore will be reviewed on an annual basis by the Licensee and Management. If it becomes evident that modification to the POM is required for operational and management improvement or compliance, the relevant changes will be made with approval and consultation with NSW Licensing Police and Council (if necessary). The most current version of this Plan of Management must be made available to NSW Police and Liquor & Gaming NSW Inspectors upon their request.

This page has been left blank intentionally