

ROSEVILLE RETURNED SERVICEMEN'S MEMORIAL CLUB

Plan of Management

16th August 2023



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Purpose

The purpose of the management plan is to establish management criteria for the premises situated at 64-66 Pacific Hwy Roseville NSW 2069 known as Roseville Returned Servicemen's Memorial Club.

Particular emphasis has been placed on ensuring the safety, security and amenity of the surrounding residential areas and residential apartments located directly above the club.

The plan is divided into the following sections:

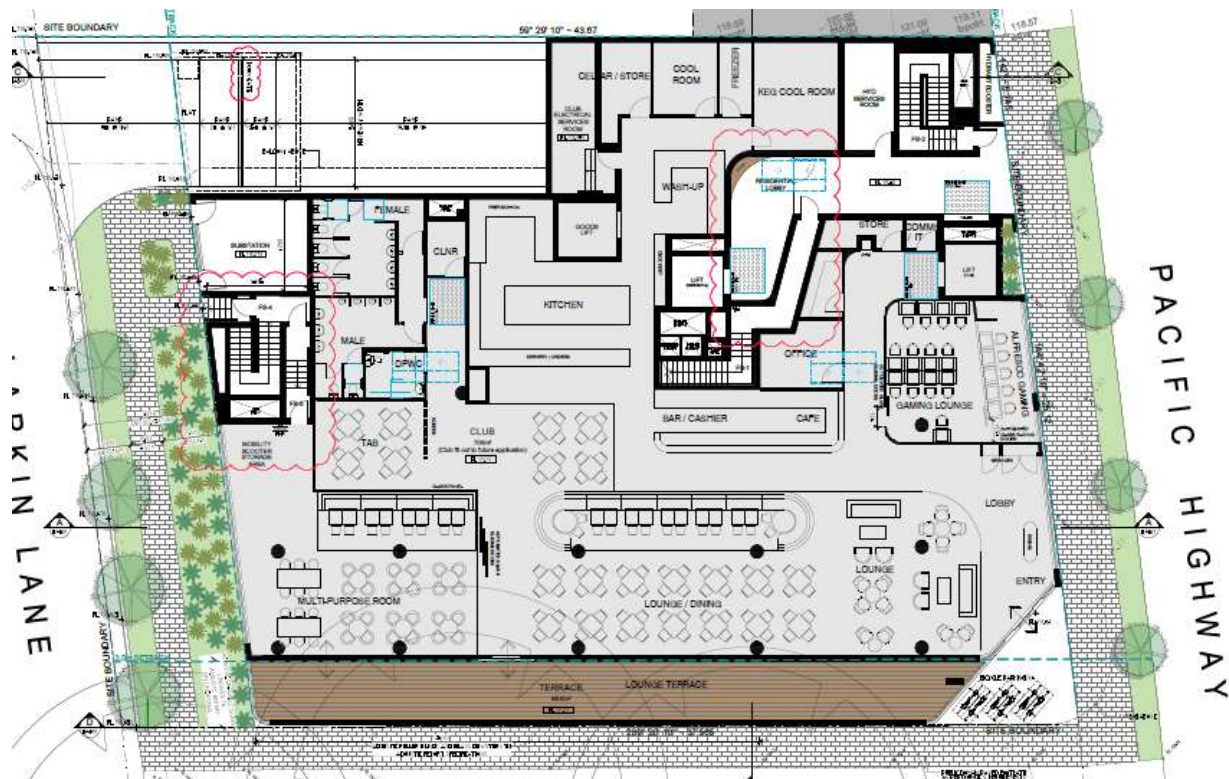
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1. Site and Locality Details:

Roseville Returned Servicemen's Memorial Club (RRSMC) is located at 64-66 Pacific Highway, Roseville NSW 2069.

It's current land use is a registered club and includes a licensed Club premises.

The below floor plan of the Club indicates areas utilised for liquor sales, gaming and function and/or entertainment, administration offices and new members bar as well as other back of house area.



*Subject to change

The Club is located within 100m from Roseville train station as well as bus services running in both directions on the Pacific Highway.



2. Operational Details

2.1 Organisational Overview

RRSMC staff and sub-contract staff:

At any point in time the RRSMC will have a total of 6 staff on site. Such staff will comprise of 2 full time and 4 casual staff.

RRSMC Membership:

The Club has a current membership amount of 1,100.

The age demographic of the club's patrons is predominantly in the 35 to 65 year age bracket.

RRSMC holds a Club Liquor License #LIQC300229963

RRSMC is a Member of the North Sydney Liquor Accord.

Liaison with the local community:

RRSMC liaises with the local community and membership of the club about various club activities and club management issue via website, email, local media, letterbox drops and when applicable and necessary meetings with individuals or groups of residents.

The Club will ensure that this restriction will be complied with.

Expected Club Capacity:

It is anticipated that the new Club can accommodate upto 220 patrons at any one time.

2.2 Hours of Operation

The standard hours of operation are:

- Monday – Saturday 7:00am – Midnight
- Sunday 7:00am – 10:00pm

The club's liquor license does not have any restrictions on the Club's trading hours.

The only condition of relevance on the Club's hours of operation is that use of the outdoor terrace is not permitted on any day before 7:00am or after 9:00pm.

2.3 Amenity of the Neighbourhood

RRSMC is committed to being a responsible member of the local community by;

- Ensuring at all times the licensee of the premises shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that impacts adverse to the surrounding area do not occur.
- Ensuring that the licensee will take all reasonable measures to ensure that behavior of staff and patrons when leaving the premises does not detrimentally affect the amenity of the neighbourhood.
- Ensuring that the premises shall be conducted in such a manner as not to interfere with the, 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.

2.4 Noise

As a responsible and accountable member of the local community, the licensee and management team of RRSMC is committed to the ensuring that:

- The noise levels emitted from the licensed premises shall not exceed the permitted noise levels as per the acoustic report.
- No use of the gaming room to occur after midnight or before 7:00am on any day.
- The club shall not be occupied beyond 1 hour after cessation of trading, nor before 8:00am on any day. (Except cleaning crew)

Generally, the overriding requirement for control of noise is "at source" in relation to noise on premises. Actions for the control of noise from the premises that we will adopt include:

- The location, orientation and design of noise emitting events on the premises with an emphasis on reducing or minimizing noise emissions.
- The use of sound monitoring equipment of noise throughout the premises with particular emphasis on areas closest to neighbouring properties.
- The specification, selection, and operation of noise emitting equipment with an emphasis on selecting low noise emitting equipment wherever possible.
- Barriers to control or reduce noise emissions including insulation, acoustic baffles and glazing.
- Training (including retraining as necessary) all managers and staff in the use of noise monitoring and this plan.

Further, the licensee and management team is committed to positively engaging with the local residents and authorities who may have concerns over noise emissions. The licensee and management team are willing and committed to working with the members of the community in order to find solutions by accommodating reasonable requests and suggestions.

Live entertainment non amplified music is closely managed by way of limiting patrons to the outdoor terrace, closure of the outdoor terrace by 9:00pm, closure of the doors leading out from the internal club area and protection served by the perimeter awning.

Noise emission controls will be strictly adhered to at the gaming room by way of acoustic operable louvres allowing ventilation while maintain a compliant level of noise emission. The gaming room will not be used after midnight or before 7:00am on any day. Automatic self closing doors shall be installed to the entry point of the gaming room.

2.5 Behavior of Patrons and Responsible Service of Alcohol

The licensee and staff shall be committed to taking all reasonable steps to control the behavior of the patrons as they leave the premises. To affect this, the licenses shall:

- Maintain existing erected signs at the exits of the premises requesting patrons to leave the premises quietly;
- From approximately 30 minutes prior to close instruct staff to request patrons to leave the premises and vicinity quickly and quietly so as to avoid disturbance of the neighbourhood;
- Assign staff/security to ensure that patrons, in leaving the vicinity of the premises do so promptly and as quickly as is reasonably possible;
- Regular external patrols by security and/or staff with the focus of monitoring noise.
- Offer to escort patrons leaving the premises to their vehicles, buses and or taxi/car share

The licensee and staff shall take all reasonable steps to ensure that there is no loitering in the vicinity of the premises by persons who may be seeking admittance to it.

RRSMC staff are trained in "Armed Robbery" and security response methods.

The licensee and staff shall comply with the measures for responsible service of alcohol set out hereunder:

- All managers and employees of the licensees who are required to complete a course shall complete an approved course in the Responsible Service of Alcohol;
- The licensee will maintain a register, containing copies of certificates /RSA

competency cards showing the satisfactory completion of Responsible Service of Alcohol course undertaken by the licensee and all staff required to complete such course;

- The licensee and his/her employees will not engage in any liquor promotion that is likely to promote irresponsible service of liquor;
- The licensee and his/her employees will not service alcoholic liquor to any person who is intoxicated or apparently under the influence of drugs;
- The licensee and his/her employees will promote the service of non-alcoholic beverages and food;
- The licensee and his/her employees will not permit intoxication or any incident, violent or quarrelsome conduct on the premises. Any persons causing such disturbance shall be refused service and asked to leave the premises. Any patron whose behavior is either extreme or repeatable objectionably may be barred from entering the premises for a period to be determined by the Club;
- No person under the age of 18 shall be served liquor at the premises. Production of a photographic identification will be required where age is an issue. The only acceptable proof of age identification shall be:
 - Photo drivers license
 - NSW photo card; or
 - Current passport
- The licensee will ensure that all statutory signage will be prominently displayed throughout the premises; along with any signs or posters recommended or required from time to time by the Liquor and Gaming NSW and Independent Liquor and Gaming Authority;
- Low alcoholic beer, non-alcoholic beverages and snack food will be available at all times when full strength liquor is available;
- All conditions imposed on the premises' license shall be met.

Further, the licensee shall join and actively participate in any relevant local area command licensing accord. The licensee shall to the best of his/her ability enforce the recommendation and policies of any such accord.

2.6 Car Park Security

The Clubs designated carparking is located wholly within the perimeter of the site. The car spaces are located within basements level 1 and 2.

The security to separate the residential component and Club component of car parking is separated at the ramp location between basement levels via a roller gate. This will be controlled via carpark control system. Only authorised staff will be able to travel in the basement but all staff will not be able to access the residential stratum of the lower basement levels.

During the operating hours carpark entry from the street level will be free and non-secure. Once operating hours have ceased, roller door shutter will operate automatically and close to provide security to the basement from the public street access. Only RRS MC staff will be provided and given access to operate any security doors, gates or roller doors.

For the prevention of non-patrons on Basement B1 and B2 use of Club car parking, a booking system will be put in place that will provide access for a certain amount of time. There will be time restrictions on parking to prevent anyone from the public to park for extensive period of time. Periodic inspection will be carried out that will consider registration plate recognition so that audits can be conducted for any non-patron use.

2.7 Car & Bicycle Parking Spaces

RRSMC has a total of 38 designated and strata car parking spaces located on Basement B1 and B2. These spaces are line marked and required signage is placed in view of patrons to identify the only use and to not permit any unlawful use by the residential occupants or residential visitors. This will be stipulated within the stratum schemes by-laws and strictly monitored.

Should this management policy not work in practice, the strata manager may be forced to issue fines to residents who are illegally parking in these Club designated spaces. The last resort should these implementations fail is to install retractable bollards that are only able to be accessed via key that will be issued only to the Clubs management team. This will prevent the ability for anyone other than club management to park in these specific car spaces.

Staff parking is included in this total number above and is compliance with the site specific DCP parking rates. It is planned that carparking for full time staff, however part time staff due to their age and demographic will arrange another mode of transport to and from work using the local public transport network or car share.

2.8 Mobility Scooter

A space for mobility scooter parking will be provided within the ground floor space of the Club.

2.9 Bicycle Parking

X1 bicycle locker is allowed for on Basement 1.

There are multiple area where bicycle parking space have been allocated. They are located on ground floor at the entry of the Club. Additionally there are bicycle parking located on Basement 1.

2.10 Car Share

There will be provision and implementation of car share scheme. The car share space is located on Basement 2. This space will be available to all members of the car share scheme during the operating hours of the car park. It will be well lit with safe access for pedestrian access.

The car share spaces will be contracted to an operator and an agreement executed and issued to Council. Prior to the issue of final Occupational certificate within 2 weeks this will be in place.

3. Management Measures

3.1 Deliveries and Waste Removal Management

The licensee shall use his/her best endeavors to ensure that deliveries are made between 7:00am and 2:00pm (however no later than 8:00pm) Monday to Friday and between 9:00am and 2:00pm (however no later than 5:00pm) weekends and public holidays.

The removal of waste generated from the club operations is sorted into:

- General and food waste
- Glass and plastic bottles and containers
- Paper and cardboard

Staff will place waste into the appropriate bins and containers within the garbage storage area, located in the basement.

Waste is then removed by the Club's contractor directly from the storage area between the hours of 8:00am and 8:00pm Monday to Friday as follows

- Comingle (bottles & plastics) – weekly on Friday
- Food and general waste – currently twice weekly on Tuesday and Friday
- Paper and cardboard – currently twice weekly on Wednesday and Friday
- Waste oil – when necessary
- Grease trap – every 13 weeks

All loading and unloading of vehicles will occur in dedicated loading and garbage bays within the site.

3.2 Maintenance

The premises shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of Council, both internally and externally.

The Club will provide receptacles for litter disposal placed near exits and within the Club to ensure patrons dispose of litter before entering the neighborhood.

3.3 Removal of Liquor

Pursuant to the default conditions of the license, the licensee shall prevent the removal of liquor from the premises after 11:00pm Monday to Saturday and 10:00pm Sunday. In addition, no take away sales will be permitted on either Good Friday or Christmas Day.

3.4 House Policy

The licensee and his/her employees are committed to enforcing the premises

house policy. The house policy shall be displayed on the premises at all times, and shall consist of the following:

- All staff involved in the sale/service of liquor must have completed an approved Responsible Service of Alcohol course.
- At no time will any person exhibiting the following, be admitted into, or served in the premises:
 - Intoxication;
 - Aggressive, quarrelsome or disorderly conduct;
 - Behavior consistent with being under the influence of any illicit substance;
 - Behavior consistent with being in possession of any illicit substance; or,
 - Solicitation from patrons or staff.
- No discount or promoting of products that encourage excessive or unsafe drinking.
- No smoking in indoor areas.
- Minors will not be served at any time – patrons are required to provide proof of age upon request by staff/security.
- No minor will be admitted into restricted areas of the premises.
- No minor will be admitted to authorise areas of the premises unless in the company and immediate presence of a parent or guardian.

3.5 Staff

The licensee is committed to ensuring that all staff are familiar with the terms of this plan of management. As such, regular staff meetings will be held and any issues arising from this plan of management addressed.

In addition to this, staff are also aware of RRMSC Responsible Service of Alcohol Policy

In addition, the following requirement shall apply to duty managers and senior staff members:

- Not less than one duty manager or senior staff member shall be on duty within the premises at all times it is open.
- The duty manager/senior staff member shall carry out the procedures specified in this plan, and particularly those specified in this section.
- The licensee shall require the duty manager/senior staff member to:
 - Be appropriately trained.
 - Make patrols of the interior of the premises on a regular basis.
 - Record in the incident register when any incident that could cause alarm or concern to member of the public occurs, with an observation as to whether or not any persons identifiable as having been in the premises immediately prior to the incident were involved. Entries are to be made as soon as possible after such incidents and to include notes of actions taken by senior staff

- members.
 - Request any patron in the premises to behave in a quiet and orderly manner if that action is considered necessary or appropriate.
 - Prevent any person, detected as intoxicated or under the influence of drugs, entering the premises and bring to notice of the manager or licensee any person on the premises who might be considered intoxicated or under the influence of drugs.
 - Prevent patrons leaving the premises with liquor after 11:00pm Monday to Saturday and 10:00pm Sunday.
 - Monitor patron behavior in the vicinity of the premises until all patrons have left the area, taking all practical steps to ensure the quiet and orderly departure of patrons.
 - At the end of each shift, bring any incidents that have occurred and actions taken to the attention of the manager/licensee who shall ensure that the details of incidents reported are recorded in the Incident Register kept by the premises.
 - Cooperate with the Police operating in the vicinity of the premises.
- The licensee shall make copies of the Incident Register available to Council or the Police at all reasonable times and within 7 days of receipt of a written request from the Council or Police to do so.
 - The licensee/manager shall record in the Incident Register, in addition to the matters noted above, any complaints made directly to the management or staff of the premises, by local residents or business people, about the operation of the premises or the behavior of patrons.

3.6 Security

RRMSC is a club offering dinning, bar and limited gaming options for members, their guests and visitors.

Closing times are no later than midnight. The appeal of the club will not run to large crowds exceeding previously stated numbers. If on any occasion larger crowds are anticipated, security staff from external contractors will be engaged for crowd control.

In addition to the above, the premises will have sufficient CCTV surveillance cameras installed throughout the premises, the cameras record 24 hours a day, 7 days per week, covering all patron accessible areas as well as immediate external areas at entry and egress points.

The Club must comply with the Registered Clubs Act regarding entry of persons onto Club premises. To enter the Club a person must be 18 years of age or over and:

- Be a member of RRMSC; or

- Be signed in as a guest by a member of RRMSC; or
- Live outside a 5 kilometer area from RRMSC, in which case identification must be produced.

3.7 Complaints Response Procedure

In the event that a person wants to lodge a complaint about any adverse impact resulting from the use of the Club facilities, the following complaints register procedure will be implemented:

- Complaint date and time recorded;
- Name and contact details of person making the complaint recorded;
- Nature of complaint recorded;
- Name of staff on duty recorded;
- Action taken to resolve the complaint. Any complaint will be responded to by Management and actioned accordingly.

All complaints will be notified of the remedial and follow-up action by the Club's Manager to ensure satisfactory closure of the complaint.

3.8 Safety

RRMSC always strives to act in a safe manner for its patrons and staff. The Club will implement the below Emergency Evacuation Procedure should it be necessary:

1. Install maps showing emergency exits displayed in each area of the Club.
2. Staff should familiarize themselves with all emergency fire exits.
3. In case of a fire, alert fire warden or a supervisor.
4. Notify emergency services on 000.
5. If possible sound hooter/siren as a warning.
6. Evacuate all patrons to the assembly point in Roseville Memorial Park near the corner of Larkin Lane and MaClaurin Parade.
7. Evacuate staff and visitors in the following order;
 - Out of immediate danger
 - Total evacuation of building
8. Check all rooms (especially toilets and storage areas)