

# Plan of Management

## **Polars Licensed Club – V2**

The Poplars Club has developed this plan to maintain the highest standards of patron welfare. To ensure continued effectiveness of the club's Plan of Management, management will regularly review the plan and will consult broadly with relevant stakeholders should any changes be deemed necessary.

This plan is supported by a number of policies such as:

- Responsible Service of Alcohol Policy.
- Responsible Conduct of Gaming Policy

## **Operation of the Club**

The Poplars Club, its members, visitors, and guests must comply at all times with the Club's Constitution and By-Laws as amended from time to time.

## **Hours of Operation**

The proposed hours of operation of the facilities at The Poplars Club are as follows:

Monday to Sunday 9.00am – 2.00am

A statutory 6-hour closure period pursuant to section 11A of the Liquor Act 2007 will apply to the Club.

## **Responsible Service of Alcohol**

The Poplar Club is committed to the principles of Responsible Service of Alcohol and aims to provide alcohol service in a safe and responsible manner for the benefit of patrons, the community, staff and the Club. The Club supports Responsible Service of Alcohol training and will ensure all staff and management attend the relevant training programs. The Club will be an active member of the Queanbeyan Pallerang Liquor Accord, and through this accord and relevant legislation will develop plans to maintain the highest standards of responsible service of alcohol.

The Club 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 the 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 11pm Monday to Saturday and 10pm Sunday.
- Monitor patron behaviour 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.

***Please see attachment A. "don't waste tomorrow" Responsible service of Alcohol program.***

### **Responsible Gaming Policy**

The Club is committed to providing gambling facilities in an environment which minimizes harm and meets community expectations by conforming with all relevant Acts and Regulations and following the Club Safe responsible gambling program.

***Please see attachment B. "Play within your limits" Harm minimisation program.***

### **External Environment**

The Club aims to ensure patron activity does not adversely affect the neighbourhood. Security personal will be engaged to patrol the premises grounds from 6pm until the close of trade on every day of operation to monitor and control customer behaviour and ensure a clean and safe environment. Contract cleaners and maintenance staff will be engaged to clean the club grounds on a daily basis. Noise created from live entertainment and other sources will be set to acceptable limits and times within community expectations.

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 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 the behaviour 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, wastewater, waste products, grit, oil or otherwise.

### **Security**

The Club will ensure the safety of the patrons and club surrounds by the following crime prevention measures.

- CCTV located both internally and external of the Club
  - Gaming floor
  - Bar areas
  - Bistro
  - Reception

- Function rooms
- Back of house
  
- Car parks
- Pond alfresco area
- Balcony
- Front entrance
- Loading docks, and
- Rear entrance
- Lighting
  - All external operations of the Club will be covered by lighting installed to maximise viability while ensuring light pollution is minimised to an acceptable standard.
- Security personnel
  - The Club will ensure that the club is adequately staffed with security personal from 7pm until close of venue each night of operation.
- Back to base security
  - The Club will operate back to base security patrols during the times that the club is closed.
- Alarms
  - The Club will be adequately equipped with perimeter alarms to minimise the risk of break-ins.
- Money handling and storage
  - The Club will install time delayed safes to deter robberies during operation hours. This will be advertised on all entries of the Club.
  - The Club at all times will use armed guards to move and receive money for the purpose of operating the club.
- The Clubs design will assist in monitoring and moving people through a main exit and entry as apposed to multiple entries to the Club.

## **Noise Control**

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

- The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any octave band centre frequency (31.5Hz - 8 Hz inclusive) by more than 5dB (A) between 7am and 12 midnight at the boundary of any affected residence.
- Notwithstanding compliance with the above, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12 midnight and 7am.

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 minimising noise emissions.
- The use of sound monitoring equipment for measurement of noise throughout the premises with particular emphasis on areas closest to neighbouring premises.
- 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.

### **Noise Management plan**

A noise management plan will be implemented to ensure the Club does not impact on neighbouring homes or businesses as a result of activities associated with the operations of the Club. The Noise Management Plan will be developed with reference to an Acoustic Environmental & Impact Assessment report and will include:

- Restriction on music or entertainment being played in any outdoor area post 10pm. Amplified music played in the outdoor areas before this time is not to exceed sound power level (SPL) of 86 dB(A).
- Loading dock is not to be used between 10:00pm and 7:00am. Roller door to loading dock is to be closed when loading dock is in use.
- Installation a contact number at the front of the Club so that complaints regarding the operation can be made.
- Implement a complaint handling procedure.
- Automatic door closers are to be installed on all entry doors to the proposed Vikings Club. This will ensure no noise propagation to the residential units or nearby residential premises.
- All proposed glazing in the Vikings Club façade and external door to achieves Rw of 35.
- Signage will in place on the premises encouraging members and guests to depart in an orderly and prompt manner. Announcements will be made at regular intervals after 9:00pm asking members and guests to show consideration for neighbours and to depart in an orderly and prompt manner.
- Acoustic Louvres are to be used in the Outdoor Gaming Area
- Measure to ensure that the noise emissions from the proposed Vikings Club at No. 37 Tomsitt St, Jerrabomberra, will not exceed the noise criteria set out in the NSW Noise Policy for Industry (2017), Section 2.2.1 of the Noise Guide for Local Government, NSW Office of Liquor (OLGRng & Racing (OLGR) noise recommendations, and Queanbeyan-Palerang Regional Council requirements.

A detailed Noise Management Plan will be in place and will adopt the recommendations of the Development Application submission outcomes but as a minimum will include the above-mentioned points.

### **Patrons exiting the Club.**

The licensee and staff shall be committed to taking all reasonable steps to control the behaviour 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 the vicinity quickly and quietly so as to avoid disturbance of the neighbourhood; and
- Assign staff/security to ensure that patrons, in leaving the vicinity of the premises do so promptly and as quietly 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, and or taxi/car share.
- Late night transport to and from the Club will be well serviced with adequate car parking, drop off and collection zones as well as taxi and uber ( ride Share) booking services from the Club

#### **Proposed manner of Operations and facilities to be provided.**

The facilities to be provided at the Club consists of the following: -

- Function rooms
- Bistro
- Lounge area / bar
- Kitchen
- Back of house
- Alfresco dining
- Gaming room
- Sanitary facilities

#### **Function facility**

The Club views the function facility of the premises as a strong link to the local community. Its design provides a local option for residents of the Jerrabomberra and surrounding townships to providing meeting spaces .

The operating hours of the function facility will cease at 2am. Drinks service will cease 1 hour prior to the end of the event.

Patrons will be encouraged to utilise the lounge areas of the Club prior to the function ceasing as it will assist in managing the exit from the Club.

The operating hours of the Club and the function facility are purposely set to ensure once a function has ceased the patrons do not exit the venue in one large group. This is to ensure the quiet regress of patrons, avoid congestion of taxi or ride share requirements and allow patrons to continue their conversations inside the Club and exit gradually.

The Club will not encourage underage events or teenage events.

#### **Food operations.**

The Clubs food operations will offer Café, lunch, and dinner service.

The Club is a family facility and will utilise the surrounding alfresco areas to provide entertainment for children that is organic as opposed to structured facilities that contain children to a small area of the Club and amplify noise and rowdy behaviour.

The family environment will allow dining both inside and outside the Club giving parents and careers the option to supervise their children and maintain a level of engagement that encourages the participation of family members of all ages.

The menus will be designed to provide value for money options that allows for groups, couples families or individuals to celebrate, dine with their friends and family or grab quick bite to eat.

The alfresco dining areas will be managed in accordance with our noise control policy and will be monitored by staff and security at all times.

Food will be available at all times the Club is open for trade in accordance with the Liquor Act 2007

### **Lounge Area / Bar**

The Longe bar area will be used continuously through trade to offer quite spaces to read work or enjoy conversation, watch sport, and engage in small community group activities.

The sale of Liquor will be managed in accordance with our responsible service of alcohol policies and procedures.

Ambient entertainment will be provided from time to time. Live entertainment provided at the Club will comply with any Council requirements to be issued as part of the Development Consent for the Club. Music past 11pm will be limited to ambient piped music. Any live entertainment in the alfresco areas of the Club will cease at 10pm.

### **Gaming room.**

A dedicated Gaming room will be provided at the Club and managed in accordance with the Clubs Responsible Gaming practices and policies. The gaming room is ancillary to the other services on offer at the Club and situated in the Club so as to not disturb members who wish to dine or use the Club for other offerings. The gaming facility will be restricted to the persons over the age of 18 years.

The Alfresco Gaming floor is situated purposely to face away from the residential neighbourhoods that are near the Club to minimise the risk of noise pollution. The Gaming floor will be supervised at all times.

The gaming will be suitably screened from the public domain in accordance with NSW State Government requirements.

### **Employment**

It is the policy of the Club to employ local, when possible, to ensure the connection with community is strong and maintained.

The Club will employ staff in the following areas.

- Club Management
- Club Supervision
- Food and Beverage attendants
- Horticulture
- Reception
- Administration
- Commercial Cookery

- Gaming management
- Cellar management
- Function Management
- Security
- Cleaning

All employees will be employed under the conditions of the Relevant Awards as their minimum standards of employment.

The Club will employ best practice in ensure gender equality and diversification amongst the Clubs employees.

The Club will strive to ensure all staff have access to training and upskilling to maintain regulatory requirements as well as a high level of professional service.

The Club will have safe work practices maintained and monitored.



# VIKINGS

## ALCOHOL PLAN OF MANAGEMENT



**Tuggeranong Valley Union and Sports Club Ltd. Operated by Vikings Group**

**37 Tomsitt Drive, Jerrabomberra NSW 2619**

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## **Introduction**

This Alcohol Plan of Management (APM) has been developed to ensure that the Tuggeranong Valley Union and Sports Club Ltd. adopts best practices to maintain patron safety, minimise amenity impacts on the surrounding community, and comply with all relevant liquor laws and licence conditions. It incorporates feedback from NSW Police issued on 3 December 2024 and adheres to the Liquor and Gaming NSW guidelines.

This plan addresses:

- Risk management
- Acoustic impacts and noise control
- Compliance with liquor laws and licence conditions
- The Responsible Service of Alcohol (RSA)
- Minimising disturbance to the neighbourhood
- Effective management of patrons, staff, and security
- Incident reporting and communication with authorities
- Crime Scene Management
- Staff training and operational procedures

This plan is a dynamic document and will be reviewed and updated regularly with input from stakeholders, including NSW Police and Liquor and Gaming NSW.

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## Club Information

- **License Details:** Club Licence - Licence No. *(To be confirmed)*
- **Hours of Operation:**

Area	Hours of Operation	Cease Sale of Liquor	Final Close
Poker Machine Lounge	9:00 AM – 2:00 AM	1:00 AM	2:00 AM
Lounge/Bar	9:00 AM – 2:00 AM	1:00 AM	2:00 AM
Café	9:00 AM – 2:00 AM	No Liquor Sales	2:00 AM
Bistro	11:00 AM – 10:00 PM	10:00 PM	10:00 PM
Alfresco/Outdoor	9:00 AM – 10:00 PM	10:00 PM	10:00 PM
Function Rooms	9:00 AM – 12:00 AM	12:00 AM	12:00 AM

## Risk Management

1. A licensed security consultant will conduct regular audits of the Club's risk management programs, including work health and safety, and report findings to the Board of Directors.
2. The Club will maintain a complaints register to document and address all issues raised by patrons or neighbours.

## Acoustic Impact and Noise Control

1. Noise levels emitted from the premises will not exceed the ambient background noise level (LA90) by more than 5dB at the property boundary.
2. Noise monitoring equipment will be installed and maintained.
3. Outdoor areas will close by 10:00 PM, with no amplified music permitted after this time.
4. All entry and exit doors will be fitted with automatic closers to reduce noise propagation.
5. Staff will conduct regular noise assessments and ensure compliance with local council and Liquor and Gaming NSW requirements.

### **Compliance with Liquor Laws**

1. Adhere strictly to the conditions of the liquor licence and applicable laws.
  2. Ensure no minors or intoxicated persons are served alcohol.
  3. Conduct regular compliance audits.
  4. Maintain detailed records of RSA certification for all staff.
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### **Responsible Service of Alcohol (RSA)**

1. All staff serving alcohol must hold current RSA certification.
  2. Regular RSA refresher training will be provided to all staff.
  3. Duty Managers will:
    - Monitor patron behaviour for signs of intoxication.
    - Intervene immediately in cases of suspected intoxication.
    - Offer transport options to intoxicated patrons (e.g., courtesy bus, taxis, or rideshare).
  4. Implement measures such as restricting drink promotions and limiting the types of drinks sold after midnight.
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### **Minimising Neighbourhood Disturbance**

#### **Patron Management**

1. Security staff will:
  - Conduct regular patrols of the premises and external areas.
  - Monitor queuing areas to prevent disturbances.
  - Oversee the quiet dispersal of patrons at closing time.
2. Signage at exits will remind patrons to leave quietly and respect the neighbourhood.
3. Staff will escort patrons to transport services as required to minimise disturbances.

#### **Transport Options**

1. A courtesy bus will operate daily from 3:30 PM to 12:30 AM.
  2. Staff will assist patrons in booking taxis or rideshare services.
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## Incident Management

1. Maintain an Incident Register to document:
    - Intoxication and refusal of service incidents
    - Violent or quarrelsome behaviour
    - Complaints received from patrons or neighbours
  2. Duty Managers will:
    - Investigate and document all incidents.
    - Notify NSW Police when necessary.
  3. Incident reports will be reviewed by senior management, and corrective action will be taken where needed.
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## Security Measures

1. Licensed security personnel will be deployed as follows:
    - Daily from 7:00 PM until closing time.
    - For special events or peak periods as identified through risk assessments.
  2. CCTV coverage will include:
    - All public areas, entrances, exits, car parks, and outdoor spaces.
    - A minimum 30-day video storage capacity.
  3. The security system will be checked daily, with prompt repairs arranged for any faults.
  4. Perimeter patrols will be conducted hourly during trading hours.
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## Crime Scene Management

1. **Preservation of the Scene:**
  - Staff must cordon off the area to prevent contamination.
  - Access will be restricted to authorised personnel only.
2. **Immediate Actions:**
  - Notify NSW Police immediately in the event of a serious incident.

- Document initial observations and secure any potential evidence (e.g., CCTV footage, witness details).

### **3. Staff Responsibilities:**

- Duty Managers will oversee the crime scene until police arrive.
- All staff will provide full cooperation to law enforcement and ensure detailed incident reports are prepared.

### **4. Training:**

- All staff will undergo training in basic crime scene management procedures.
- Refresher courses will be conducted annually to ensure adherence to best practices.

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## **Complaints Handling**

The Tuggeranong Valley Union and Sports Club Ltd. is committed to maintaining the safety and well-being of patrons, staff, and the surrounding community while fostering positive relationships with neighbours. To ensure effective management of complaints, the following procedures will be followed:

### **1. Staff Responsibilities:**

- Refer all complaints immediately to the Duty Manager.
- Maintain confidentiality of the complainant and avoid disclosing details unnecessarily.

### **2. Duty Manager Responsibilities:**

- Investigate all complaints thoroughly and document findings.
- Consult with the complainant to address concerns and take appropriate action.
- Record all complaints in the Complaints Register, including details of the complainant, the nature of the complaint, and actions taken.

### **3. Escalation:**

- If the Duty Manager is unable to resolve the complaint, it will be escalated to the Venue Manager.

### **4. Venue Manager Responsibilities:**

- Investigate unresolved complaints and implement corrective actions.
- Prepare a detailed report for the Chief Executive Officer if further action is required.

## **5. Chief Executive Officer Responsibilities:**

- Review all unresolved complaints and provide a final response to the complainant.
- Present unresolved complaints to the Board of Directors during scheduled meetings.
- Maintain and monitor the Complaints Register for trends and recurring issues.

The Complaints Register will be reviewed regularly, and appropriate measures will be implemented to prevent future issues. Contact details for submitting complaints will be prominently displayed at the Club.

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## **Staff Training and Management**

1. Induction training for all new staff will include:
    - RSA policies
    - Conflict resolution techniques
    - First aid procedures
  2. Ongoing training will include:
    - Updates on liquor laws and licence conditions
    - Crime scene management procedures
  3. Regular performance reviews will ensure staff adherence to operational policies.
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## **Waste Management**

1. Waste and recyclables will be managed to prevent environmental impacts.
  2. Outdoor areas will be inspected hourly to ensure cleanliness and safety.
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## **Consultation with NSW Police**

1. The Club will engage proactively with the Monaro Police Licensing Co-Ordinator, Crime Prevention Officer and District Commander on:
  - Significant incidents
  - Planned changes to the APM
  - Community concerns raised by police or other stakeholders

2. Updates to the APM will only be made with police agreement.
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### Document Control

This Alcohol Plan of Management will be reviewed every six (6) months and updated as needed. A copy will be readily available for staff, NSW Police, and regulatory authorities.

**Prepared by:**

Jason Fullerton

Licensed Security Consultant

Licence No.: 000204393

Date: 15 January 2025

INITIALS	J.Fullerton								
DATE	15/01/2025								