



Our ref: DF24/007262

Ms Jade Hall
Liquor and Gaming Solutions
By email to: Jade@lgsgroup.com.au

10 April 2024

Dear Ms Hall

Application No.	1-8771412852
Applicant	Matthew James Orr
Application for	ApplicationType
Application date	26 July 2023
Decision date	20 September 2023
Licence name	Great Northern Hotel
Trading hours	Consumption on premises: First floor Monday to Saturday 05:00 AM – 12:00 midnight Sunday 08:00 AM – 12:00 midnight Consumption on premises: Ground floor & first floor lounge Monday to Saturday 05:00 AM – 03:30 AM Sunday 08:00 AM – 12:00 midnight Consumption on premises: Other areas within the licensed premises Monday to Saturday 05:00 AM – 12:00 midnight Sunday 10:00 AM – 10:00 PM Consumption on premises: Outdoor footway dining Monday to Saturday 07:00 AM – 10:30 PM Sunday 10:00 AM – 10:00 PM Consumption on premises: Rooftop restaurant Monday to Saturday 09:00 AM – 12:00 midnight Sunday 10:00 AM – 10:00 PM Take away Monday to Saturday 05:00 AM – 12:00 midnight Sunday 10:00 AM – 10:00 PM
Premises	89 Scott Street Newcastle NSW 2300
Legislation	Sections 3, 12, 14, 15, 40, 44, 45, 48, 49, and 121 of the <i>Liquor Act 2007</i>

**Decision of the Independent Liquor & Gaming Authority
Application for a change of conditions – Great Northern Hotel**

We **approve** the application above under section 45 of the *Liquor Act 2007* — with the conditions set out in Schedule 1.

Statement of reasons

Overall, we are satisfied that the social impact of approving the application will not be harmful to the well-being of the local or broader community, while also promoting a balanced and responsible development of the industry.

Our main findings

The local community for the purposes of this decision is Newcastle. The broader community is the Local Government Area (LGA) of Newcastle.

Positive social impacts

We are satisfied that the conditions as proposed are modernised and suitable. Revoked conditions have been replaced by updated conditions, or satisfactorily addressed through the updated plan of management.

Negative social impacts

We accept that the proposal could contribute to an increase in alcohol-related harm in the local and broader communities because of the:

- venue's location in a high-density hotspot for non-domestic and alcohol-related assault and malicious damage to property, and a medium density hotspot for domestic assault
- crime rates for all offence categories usually considered by the Authority being higher in the suburb compared to NSW and higher in the LGA for incidents of alcohol-related domestic and non-domestic assault, and malicious damage to property compared to NSW
- higher than average liquor licence density in the local or broader community
- higher saturation of hotel licences in both the suburb and LGA compared to NSW.

However, we are satisfied that these risks are reduced by the:

- indication that offence rates for alcohol-related non-domestic assault and malicious damage to property in the suburb have been trending downward over the last 10 years; while in the LGA, rates have been trending down for all categories considered by the Authority for the same period
- crime statistics and licence densities potentially being skewed due to the suburb having a relatively low population as it is in the Newcastle CBD
- indication of above average relative socio-economic advantage in both the suburb and LGA
- imposition of a number of conditions in response to specific issues, including CCTV, crime scene preservation, incident register and complaints register conditions
- maintaining licence conditions to mitigate alcohol-related harms and disturbance such as RSA supervisor, LA10 and noise limiter conditions
- liquor plan of management including additional items that will mitigate alcohol-related harms and disturbance, these include:
 - 15-minute cessation period prior to close for the sale and supply of alcohol
 - staff to remind patrons to leave the area quietly
 - a disturbance complaint procedure in place
 - staff managing a queuing system with only one entry used after 11:00 PM on Friday and Saturday
 - during extended trading hours, dedicated RSA Marshals / security guards will be employed
- imposition of a varied drinks restriction condition providing ongoing management of risks associated with alcohol consumption
- other harm-minimisation measures outlined in the plan of management, and licence conditions as set out in Schedule 1.

The material we considered

We considered the following material when making our decision:

- the application material — including evidence that stakeholders and the community were notified about the application
- the plan of the licensed premises and any authorisations
- a plan of management for the licensed business
- a development consent for the premises
- statistics from Liquor & Gaming NSW, Bureau of Crime Statistics and Research, NSW Health and Australian Bureau of Statistics on the socio-economic status, liquor licence density, alcohol-related crimes rates and health issues in the local and broader communities
- stakeholder submissions and the applicant's response to them
- the Newcastle Stage 2 Evaluation Report.

We also considered [Guideline 6](#) to assess the likely social impact to the local and broader community.

This decision will be published on the [Liquor & Gaming NSW website](#) in accordance with section 36C of the *Gaming and Liquor Administration Act 2007*.

If you have any questions

Please contact the case manager, Glenn Barry, at Glenn.Barry@liquorandgaming.nsw.gov.au if you have any questions.

Yours sincerely



Caroline Lamb

Chairperson

For and on behalf of the **Independent Liquor & Gaming Authority**

Schedule 1
Licence conditions to be imposed
Great Northern Hotel

No.	Condition to be imposed	Description
1.	Plan of management	The premises is to be operated at all times in accordance with the Plan of Management dated July 2023 as may be varied from time to time after consultation with NSW Police. A copy of the Plan of Management is to be kept on the premises, and made available for inspection on the request of a police officer, council officer, Liquor and Gaming NSW inspector, or any other person authorised by the Independent Liquor and Gaming Authority.
2.	Liquor Accord	The licensee or its representative must join and be an active participant in the local liquor accord.
3.	CCTV	<p>1) The licensee must maintain a closed-circuit television (CCTV) system on the premises in accordance with the following requirements:</p> <ul style="list-style-type: none"> (a) the system must record continuously from opening time until one hour after the premises is required to close (or, in the case of a premises that is not required to cease trading, continuously at all times), (b) recordings must be in digital format and at a minimum of ten (10) 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: <ul style="list-style-type: none"> (i) all entry and exit points on the premises, (ii) the footpath immediately adjacent to the premises, and (iii) all publicly accessible areas (other than toilets) within the premises. <p>2) The licensee must also:</p> <ul style="list-style-type: none"> (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, and (c) provide any recordings made by the system to a police officer or Liquor and Gaming NSW inspector within 24 hours of any request by the police officer or Liquor and Gaming NSW inspector to provide such recordings.
4.	Crime scene preservation	<p>Immediately after the person in charge of the licensed premises or a staff member becomes aware of any incident involving an act of violence causing injury to a person on the premises, the person in charge of the licensed premises and/or staff member must:</p> <ul style="list-style-type: none"> 1) take all practical steps to preserve and keep intact the area where the act of violence occurred, 2) retain all material and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by NSW Police, as published from time to time on the Liquor and Gaming NSW website, 3) make direct and personal contact with NSW Police to advise it of the incident, and

No.	Condition to be imposed	Description
		<p>4) comply with any directions given by NSW Police to preserve or keep intact the area where the violence occurred.</p> <p>In this condition, 'staff member' means any person employed by, or acting on behalf of, the licensee of the premises, and includes any person who is employed to carry on security activities (eg. crowd controller or bouncer) on or about the premises.</p>
5.	Incident register	<p>1) The licensee must maintain a register, in which the licensee is to record the details of any of the following incidents and any action taken in response to any such incident:</p> <ul style="list-style-type: none"> (a) any incident involving violence or anti-social behaviour occurring on the premises, (b) any incident of which the licensee is aware that involves violence or anti-social behaviour occurring in the immediate vicinity of the premises and that involves a person who has recently left, or been refused admission to, the premises, (c) any incident that results in a person being turned out of the premises under section 77 of the Liquor Act 2007, (d) any incident that results in a patron of the premises requiring medical assistance. <p>2) The licensee must, if requested to do so by a police officer or Liquor & Gaming NSW inspector:</p> <ul style="list-style-type: none"> (e) make any such incident register immediately available for inspection by a police officer or Liquor & Gaming NSW inspector, and (f) allow a police officer or Liquor & Gaming NSW inspector to take copies of the register or to remove the register from the premises. <p>3) The licensee must ensure that the information recorded in the incident register under this condition is retained for at least 3 years from when the record was made.</p>
6.	Complaints Register	<p>1) A complaints register is to be maintained at the premises at all times which records the following:</p> <ul style="list-style-type: none"> (a) the name and number of the complainant (b) the time and date on which the complaint was received (c) the nature of the complaint, and (d) the measures taken to resolve the complaint. <p>2) Details of complaints received, either in person or over the phone, must be:</p> <ul style="list-style-type: none"> (a) recorded in the complaints register, and (b) reported to the duty manager. <p>3) A mobile or dedicated contact number for the duty manager is to be published on the hotel's website, and on a sign to be posted at the premises entrance. If requested, the duty manager's contact details must be provided to complainants. A messaging service must be in place if the dedicated contact number is unattended.</p>
7.	Extended Trading Authorisation	<p>Extended Trading Authorisation area: Ground floor, other than the outdoor footpath First floor: Bar area</p>
8.	Drink restrictions	<p>The following restrictions and conditions will apply upon the sale of alcohol after 10:00 pm:</p>

No.	Condition to be imposed	Description
		(a) No drinks commonly known as shots, shooters, slammers or bombs or any other drinks that are designed to be consumed rapidly.

**Licence conditions to be revoked
Great Northern Hotel**

Condition to be revoked	Description
320 (replaced by condition 6)	No party to the Section 104 proceedings is to make known to any other person not being a party, the names or addresses of any other party in the proceedings; in particular, no patron of the premises is to be informed either directly or indirectly of the identity or location of any complainant.
330 (replaced by condition 6)	The licensee should respond to any further complaints, made to him/her or his/ her employees, by residents in a sympathetic and effective manner. The residents will be asked to notify the licensee or his/her employees directly of any further complaints. Should any complaint not be resolved to the satisfaction of the complainant, he or she should notify the local Police as soon as practicable.
430 (mitigated by plan of management and other conditions)	The sale and supply of alcohol shall cease thirty (30) minutes prior to closing time.
490 (no adverse findings in relation to easing of this condition)	No persons are to be admitted to the premises after 01:30 am.
2200 (replaced by condition 2)	The licensee must participate in the precinct liquor accord that applies to the Newcastle/Hamilton precinct designated by the Director-General of Communities NSW under section 136B of the Liquor Act 2007.
3030 (occupancy certificate provided)	This licence is not to be exercised unless and until Liquor & Gaming NSW is provided with evidence that the premises is ready to trade.
3040 (replaced by condition 1)	<ol style="list-style-type: none"> 1) The licensee must file with the Independent Liquor and Gaming Authority ("the Authority"), by not later than two (2) months after 30 August 2018, a revised version of the Plan of Management for the premises that has been reviewed in consultation with NSW Police. This plan shall be marked on its front page as "Revised plan of 2018". 2) The premises is to be operated at all times in accordance with the Plan of Management as revised pursuant to clause 1 above, and as may be varied from time to time after consultation with NSW Police. 3) A copy of the Plan of Management is to be kept on the premises, and made available for inspection on the request of a police officer, council officer, Liquor & Gaming NSW Inspector, or any other person authorised by the Authority.
3060 (replaced by varied condition 8)	<p>The following restrictions and conditions will apply upon the sale of alcohol after 10:00 pm:</p> <ol style="list-style-type: none"> (a) No drinks commonly known as shots, shooters, slammers or bombs or any other drinks that are designed to be consumed rapidly;

Condition to be revoked	Description
	<ul style="list-style-type: none"> (b) No mixed drinks with more than 30 mls of alcohol; (c) No RTD drinks with an alcohol by volume greater than 5%; (d) No more than four (4) drinks, or one bottle of wine, may be served to any patron at one time.
<p>3070 (addressed in plan of management)</p>	<p>Within 14 days of revising the Plan of Management the licensee shall cause every current member of staff (including employees and contractors) to be notified in writing of that Plan along with a current licence record maintained by Liquor and Gaming NSW. In the case of new staff, notification of the most recently updated version of the Revised Plan and the licence record shall be provided within 14 days of the commencement of employment or engagement, as the case may be.</p>