

**CLASS 1
LOCAL IMPACT ASSESSMENT APPLICATION**

SAWTELL HOTEL



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1. Executive Summary

- (a) The applicant submits a Class 1 Local Impact Assessment (“LIA”) in Support of an application under the Gaming Machines Act 2001 (“the Act”) for a low-range increase to the gaming machine threshold with an increase of four (4) gaming machines for the Sawtell Hotel (the “Hotel”).
- (b) The Threshold increase of four (4) gaming machine entitlements would bring the overall total of the threshold to twenty five (25).
- (c) The Hotel is situated at 55 First Ave, Sawtell NSW 2452.
- (d) The Hotel is located within a SA2 - Band 2 within the Local Government Area of Coffs Harbour City Council (**see attachment A**)
- (e) The Hotel is not a new hotel.
- (f) The Act requires the Authority to be satisfied of the following in order to approve the subject gaming machine threshold class 1 local impact assessment application:-
 - (i) The LIA complies with the Act & Regulation requirements;
 - (ii) The LIA has demonstrated that Gambling activities will be conducted in a responsible manner;
 - (iii) The proposed increase in the gaming machine threshold will provide a positive contribution towards the local community; and
 - (iv) The LIA has adequately addressed any community concerns arising out of the consultation.

This application is submitted with the view that the applicant has satisfied the above requirements.

2. Hotel Details

- (a) The Hotel is located at 55 First Ave, Sawtell NSW 2452.
- (b) The primary purpose of the Hotel will be for the sale of liquor by retail and entertainment.

- (c) The Hotel provides a full range of facilities for its patrons including:-

- Bistro\Restaurant
- Drive in bottle shop
- public bar
- lounge bar
- beer garden\deck area
- TAB and Keno
- Alfresco dining\terrace and seating area
- children's play area
- gaming room

as per plan and photographs attached (**see attachment B**).

Light entertainment is provided including trivia, karaoke, duos, and soloists.

The Hotel has plans to undertaken in the following renovations in the 2020 year:-

- Kitchen upgrade
- new bistro area
- new kids play area
- new outdoor dining area
- lounge bar and public bar upgrades
- improvements to beer garden including retractable roof
- gaming room upgrade and relocation

- (d) The operation of gaming machines at the Hotel will not detract unduly from the character of the Hotel or from the enjoyment of persons using the Hotel otherwise than for the purpose of gaming. The Hotel currently maintains 21 gaming machine entitlements.
- (e) The Hotel's current total internal floor space is in approximately 1,425 square metres.
- (g) Attached to this application is the current and proposed floor plans of the Hotel including Gaming Area where any approved additional gaming machines will be included.

- (h) The hotel has 48 employees, full, part time, and casual, providing significant local employment and contribution to the local economy

3. Responsible Gaming and Harm Minimisation

- 3.1 The Hotel's management and staff will be supportive of and encourage responsible gaming practices. All members of staff engaged in the operation of gaming machines have completed the prescribed Responsible Conduct of Gambling Course. A register of the RCG certificates and competency cards of all staff will be maintained at the Hotel.
- 3.2. All gaming machines will be located within a gaming room as prescribed by s8 of the *Gaming Machines Regulation 2010*, in that:-
- (a) The gaming room is located in a bar area of the Hotel
 - (b) The gaming room is physically separated from the general bar area by walls and doors,
 - (c) Patrons are not compelled to pass through the gaming room in order to enter or leave the Hotel or in order to gain access to another part of the Hotel
 - (d) Entry to the gaming room is free of charge
 - (e) The machines cannot be seen from any place outside the Hotel that is used by the public or to which the public has access
 - (f) All gaming machines are suitably spaced in order to facilitate access,
 - (g) The gaming room has two (2) doorways that provide reasonable access to and from gaming room to at least one operating bar and at least one toilet for each gender without the need for patrons to go a public street, or to any area not forming part of the Hotel when moving from the gaming room to other facilities, and the gaming room cannot be accessed directly from a public street.
- 3.3 The Hotel gaming shutdown period is 4am to 10am daily.
- 3.4 The Hotel current operating hours are :-
- | | |
|-----------|----------------------|
| Mon – Sat | 5.00am – 1 am |
| Sun | 10.00am- 12 midnight |
- 3.5 The Hotel will maintain an active membership of the Australian Hotel Association (AHA) New South Wales and will continue to support its practices and procedures for gaming harm minimisation.
- 3.6 Patrons of the Hotel will be made aware the AHA's counselling services and of the government funded "gambling HELP" counselling service.

- 3.7 Patrons will be made aware of the chances of winning and the problem associated with excessive gambling through prescribed signage required to be located on each gaming machine and throughout the gaming room by way of the prescribed notices on display.
- 3.8 The ATMs located within the Hotel also display the appropriate signage to notify patrons of the problems associated with the use of its gaming machines and the Hotel has a policy of not cashing cheques.
- 3.9. The Hotel does not offer prizes associated with the use of its gaming machines and the Hotel has a policy of not cashing cheques.
- 3.10 The Hotel will comply with advertising requirements in respect to gaming:-
- (a) the Hotel will not use the word “casino” in any promotion of the Hotel
 - (b) the Hotel will not permit gaming related advertising material to displayed on the exterior of the premises
 - (c) the Hotel will not promote irresponsible gaming practices,
 - (d) the Hotel will display a clock, that is set to, or within 10 minutes of , the correct time and is in view of patrons in the gaming room,
 - (e) the Hotel will not publish the details of any person who has won a prize in excess of \$1,000 and
 - (f) the Hotel will display the prescribed signage in the gaming room, on all gaming machines and on the ATM or any EFTPS facilities.
- 3.11 The Hotel provides gaming related help line pamphlets and has signage located throughout the hotel
- 3.12 The Hotel managers will be highly trained to watch for problem gamblers and talk regularly to patrons, assisting patrons when required.
- 3.13 The Hotel implements the AHA’s Game Care problem gaming counselling and self-exclusion scheme and gaming code of conduct and is a member of the Local liquor Accord.
- 3.14 The operators continually undertake staff training and improvement. In addition to mandatory RCG training, al gaming staff receive quarterly refresher training in responsible service of and compliance to provide staff with the ability to maintain enhanced skills in dealing with clientele including which compliments harm minimisation protocols referred to in clause 3 above.

Staff also receive anti- money laundering training via the TAB

3.15 **Hotel Plan of Management**

In addition to compliance with the required Acts and Regulations in relation to licenced premises generally, the Hotel engages in harm minimisation through the operation of its comprehensive Plan of Management (as set out at **Attachment D**) with the implementation of the follow key strategies:-

- responsible service of alcohol
- managing patron behaviour
- fire safety
- security management

4. **Hotel and Local Community**

4.1 The Hotel is one of only 4 hotels and clubs located in its SA2 - Band 2 area (Sawtell- Bonnie Hills). Sporting and social groups use the premises and consider the modern facilities an important asset to the community. If the application is approved, the hotel will be able to continue to support the many organisations currently supported and to offer the similar support to other local organisations.

4.2 The Hotel already makes substantial contributions to the local community as shown in the attached list of community contributions (**Attachment C**) supporting various local organisations totalling in excess of \$60,000 per annum. Where possible it is hoped these can be increased. The hotel provides an environment where community groups and supporters can develop their clubs.

The hotel provides free use of function\meeting rooms for group's committee meetings presentations night and other gatherings.

The Hotel also provides a free courtesy bus service.

5. Demography¹

The population of the Sawtell – Boambee SA2 is approximately 19,477 people.

Some of the key demographic information in relation the greater Sawtell area include:-

Male population	48.5%
Female population	51.5%
Average age	44 years
Housing –	
Private dwellings	8,481
House owned outright	2,652- 36%
Owned with mortgage	2,230 – 30.3%
Rented	2,099 – 28.5%
Median rent	\$310 per week
Avg. people per household	2.5 people
Families	5,300
Median Weekly household income	\$1,092
% of population with University or TAFE education	44.1%
% of population origin of birth –	
Australia	83.3%
Other	16.7%
Employment-	
Full-time	50.3%
Part –time	37.2%
Unemployed	7.9%
Occupation type-	
Technical & trade	13.6%
Professional\manager	29.3%
Machinery operators	5.8%
Clerical\sales	25%
Labourers	11.5%
Other	14.8%

The Hotel is one of only 2 hotels and 4 clubs located in the Sawtell – Boambee SA2 Band 2 area (see attached LIA banding map). There is a current total of 196 gaming machine entitlements in the Sawtell – Boambee SA2 Band 2 area.

¹ ABS 2016 Census

The Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA), Australia, 2016 discloses the following scores for the relevant SA2:

Indicator	Sawtell-Boambee SA2 Score	SA2 Decile
IRSEAD	948	3
IRSED	967	3
IER	975	4
IEO	949	4

6. Positive Contribution to the Local Community.

The applicant proposes to make a donation to the Responsible Gaming Fund of \$26,559.90 per annum over a 5 year period (\$132,799.49 in total) which equates to the current 15% of the average gaming profit expected from the additional gaming machine entitlements the subject of this application.

The average profit data was calculated from 12 months of gaming performance data from October 2018- September 2019.

In addition the Hotel will continue to support the local community with increased donations as exemplified in Attachment C.

The positive contributions will benefit the local community and the operators will continue to review and implement new responsible gaming and harm minimisation strategies in order to negate any negative impacts on the local community.

7. Conclusion

- 7.1 It is submitted that the foregoing information complies with the guidelines for a class 1 Local Impact Assessment application for an increase in the gaming machine threshold of the Hotel by addressing the responsible gaming and harm minimisation measures taken by the Hotel, identifies the local community of the Hotel and provides information to show that a positive contribution will be made to the local community if the LIA and increase application are approved.
- 7.2 Approval of the gaming machines threshold to twenty five (25) will result in a direct positive impact by way of financial support contributions to local organisations and a total of **\$\$132,799.49** to the Responsible Gaming Fund over a 5 year period.
- 7.3. As the Hotel is located in a Band 2 Local Government Area and the application is for a low-range increase in the gaming machine threshold we submit that there are more positive impacts for the community if the threshold application is approved than any negative impact by the installation of an additional four (4) gaming machines.

ATTACHMENT

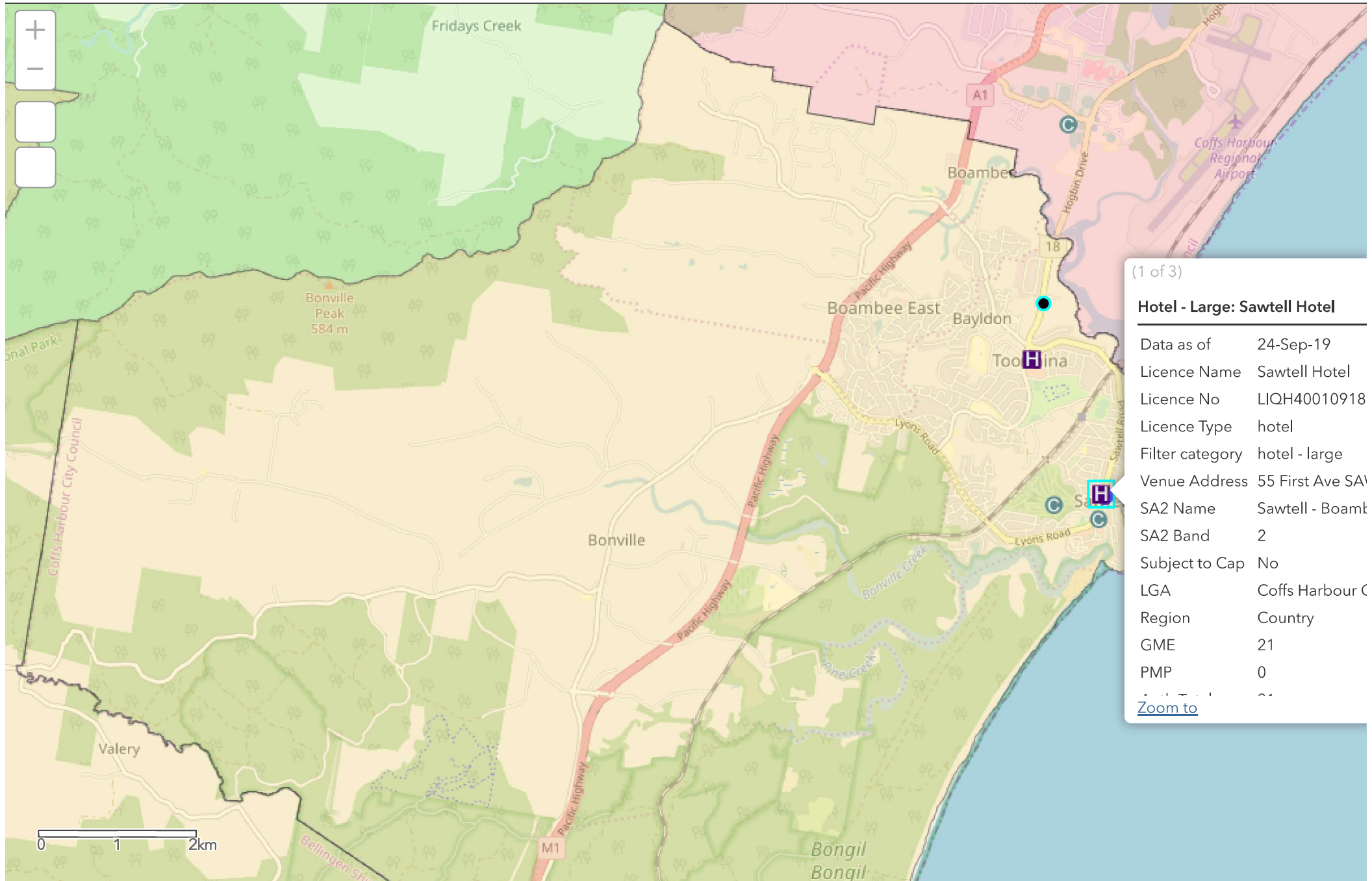
“A”



Find My LIA Banding

Liquor & Gaming NSW

Website



(1 of 3)

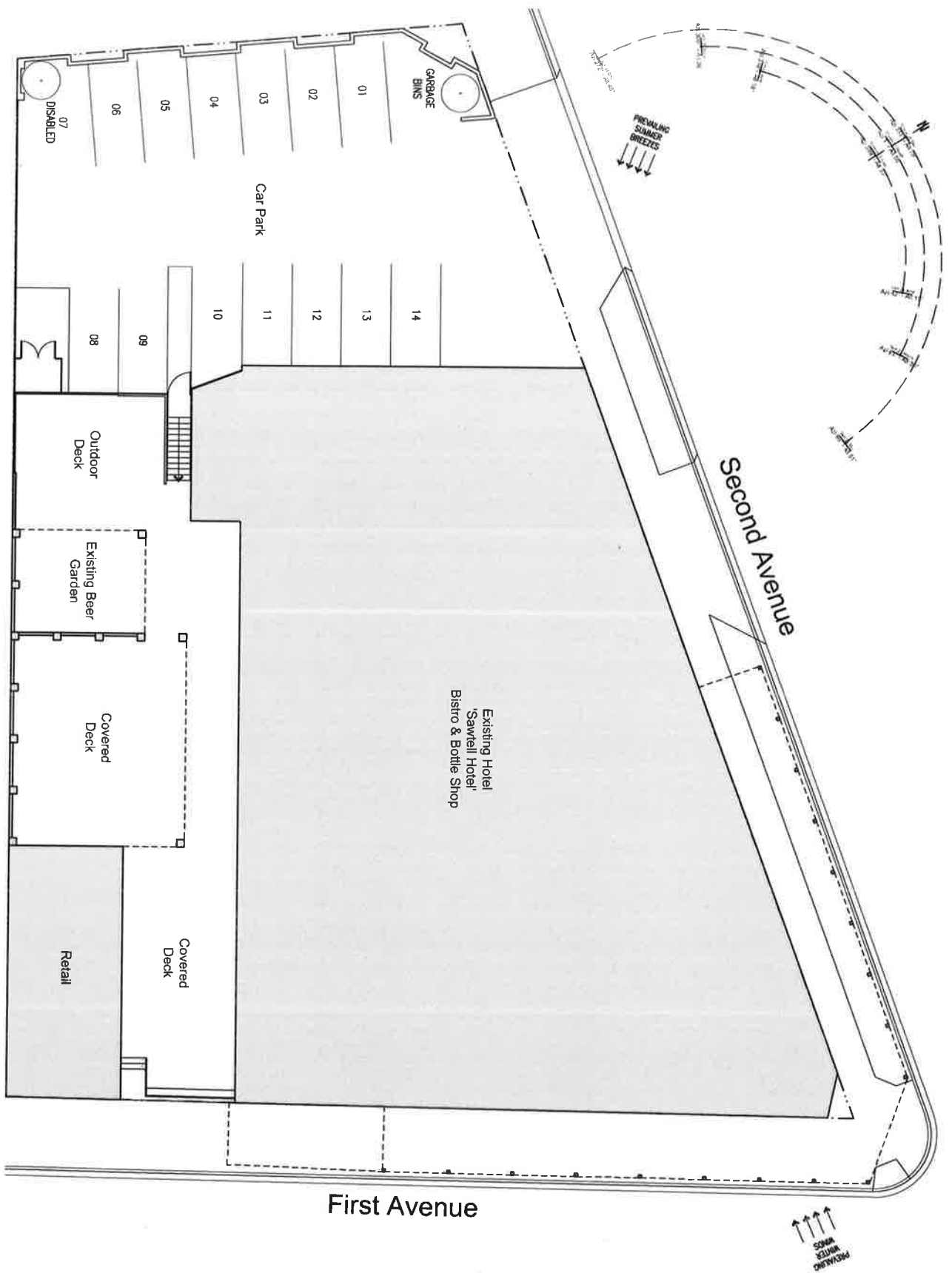
Hotel - Large: Sawtell Hotel

Data as of	24-Sep-19
Licence Name	Sawtell Hotel
Licence No	LIQH40010918
Licence Type	hotel
Filter category	hotel - large
Venue Address	55 First Ave SA
SA2 Name	Sawtell - Boamk
SA2 Band	2
Subject to Cap	No
LGA	Coffs Harbour C
Region	Country
GME	21
PMP	0
Point of Interest	SA

[Zoom to](#)

ATTACHMENT

“B”



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Amendments	Issue	Description	By	Date
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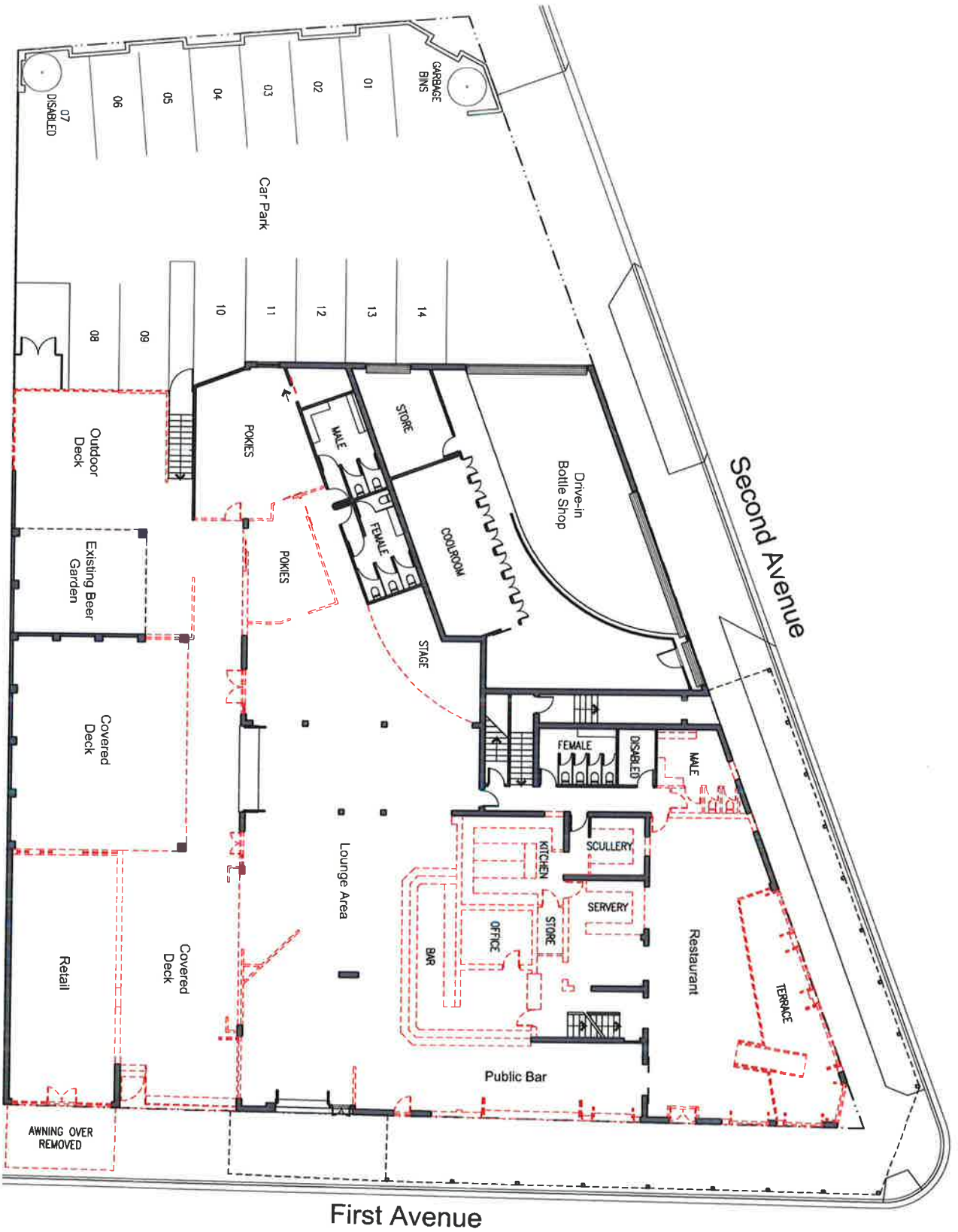
General Notes

READ ARCHITECTURAL DRAWINGS IN CONJUNCTION WITH OTHER CONSULTANTS DRAWINGS, DOCUMENTATION AND COORDINATE WITH OTHER INSTRUCTIONS THAT ARE ISSUED DURING THE COURSE OF THE WORKS. VERIFY SET-OUT DIMENSIONS AND LEVELS ON SITE PRIOR TO COMMENCEMENT OF WORKS. DETAIL DRAWINGS TO LARGER SCALES TAKE PRECEDENCE OVER SMALLER SCALE DRAWINGS. EXECUTE THE WORKS IN COMPLIANCE WITH THE CURRENT EDITION OF THE BUILDING CODE OF AUSTRALIA (AS AMENDED), CURRENT EDITIONS OF RELEVANT AUSTRALIAN STANDARDS (AS AMENDED) AND THE CURRENT REQUIREMENTS OF OTHER AUTHORITIES RELEVANT TO THE EXECUTION OF THE WORKS.

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BH Designs
Unit 10/11, 12/13, 14/15, 16/17, 18/19, 20/21, 22/23, 24/25, 26/27, 28/29, 30/31, 32/33, 34/35, 36/37, 38/39, 40/41, 42/43, 44/45, 46/47, 48/49, 50/51, 52/53, 54/55, 56/57, 58/59, 60/61, 62/63, 64/65, 66/67, 68/69, 70/71, 72/73, 74/75, 76/77, 78/79, 80/81, 82/83, 84/85, 86/87, 88/89, 90/91, 92/93, 94/95, 96/97, 98/99, 100/101, 102/103, 104/105, 106/107, 108/109, 110/111, 112/113, 114/115, 116/117, 118/119, 120/121, 122/123, 124/125, 126/127, 128/129, 130/131, 132/133, 134/135, 136/137, 138/139, 140/141, 142/143, 144/145, 146/147, 148/149, 150/151, 152/153, 154/155, 156/157, 158/159, 160/161, 162/163, 164/165, 166/167, 168/169, 170/171, 172/173, 174/175, 176/177, 178/179, 180/181, 182/183, 184/185, 186/187, 188/189, 190/191, 192/193, 194/195, 196/197, 198/199, 200/201, 202/203, 204/205, 206/207, 208/209, 210/211, 212/213, 214/215, 216/217, 218/219, 220/221, 222/223, 224/225, 226/227, 228/229, 230/231, 232/233, 234/235, 236/237, 238/239, 240/241, 242/243, 244/245, 246/247, 248/249, 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First Avenue

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Amendments	
Issue	Description
By	Date

Wall Legend

- EXISTING WALL
- EXISTING TO BE DEMOLISHED

General Notes

READ ARCHITECTURAL DRAWINGS IN CONJUNCTION WITH OTHER CONSULTANTS DRAWINGS, DOCUMENTATION AND COORDINATE WITH OTHER INSTRUCTIONS THAT ARE ISSUED DURING THE COURSE OF THE WORKS. VERIFY SET-OUT DIMENSIONS AND LEVELS ON SITE PRIOR TO COMMENCEMENT OF WORKS. PRECEDENCE OVER SMALLER SCALE DRAWINGS EXECUTE THE WORKS IN COMPLIANCE WITH THE CURRENT EDITION OF THE BUILDING CODE OF AUSTRALIA (AS AMENDED), CURRENT EDITIONS OF RELEVANT AUSTRALIAN STANDARDS (AS AMENDED) AND THE CURRENT REQUIREMENTS OF OTHER AUTHORITIES RELEVANT TO THE EXECUTION OF THE WORKS.



BH Designs
1500 WILSON ROAD, SUITE 101
WILSON, VIC 3207
Tel: 03 9400 1234
Email: info@bhdesigns.com.au

Project Proposed Alterations

Client: Sawtell Hotel

Existing Site Plan

Date: June 2019

Scale: 1:200 @ A3

Drawing #: 1911/DA-02

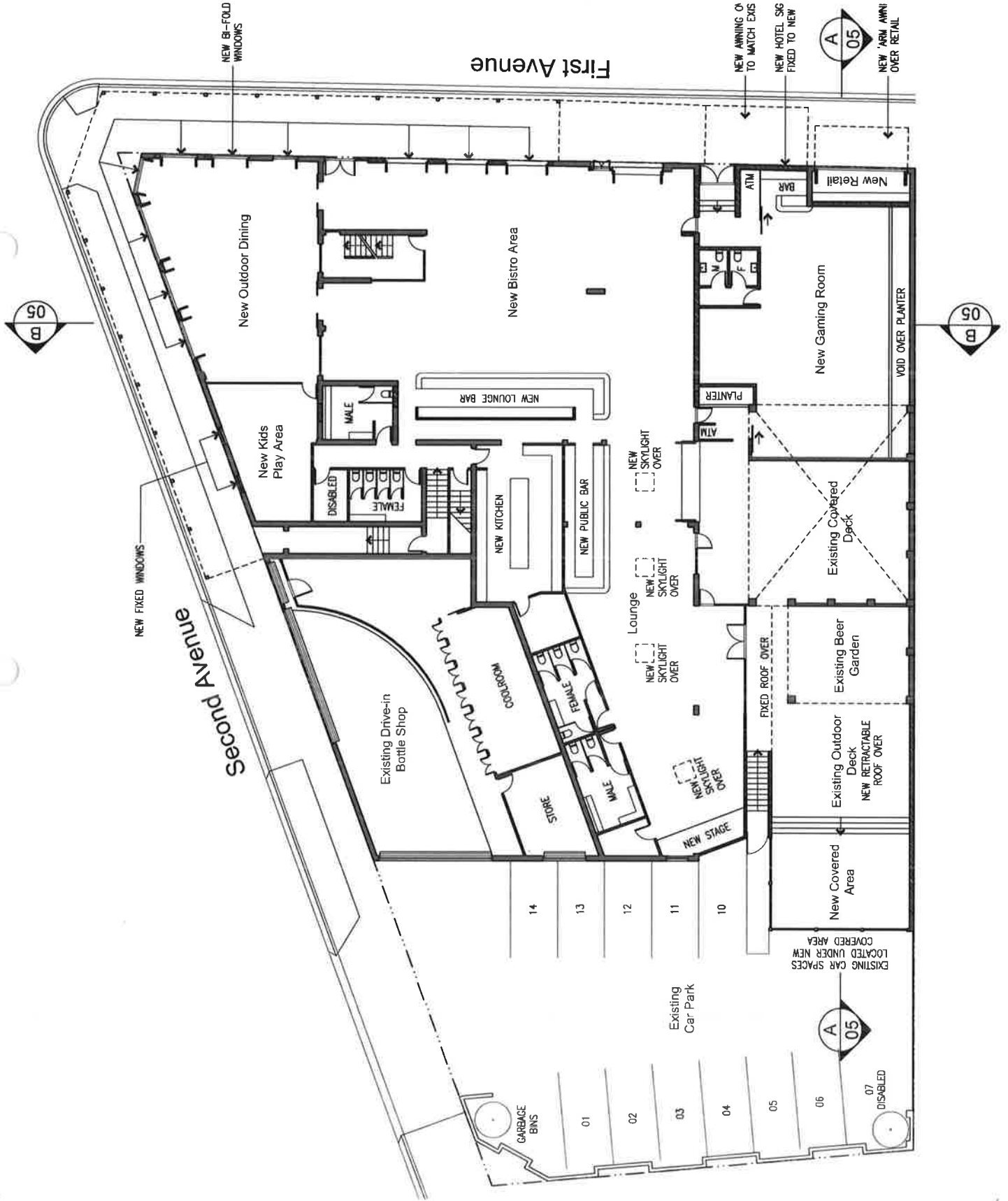
Issue: A

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Amendments	
Issue	Description
By	Date



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Amendments	By	Date
Issue Description		

READ ARCHITECTURAL DRAWINGS IN CONJUNCTION WITH OTHER CONSULTANTS DRAWINGS, DOCUMENTATION AND COORDINATE WITH OTHER INSTRUCTIONS THAT ARE ISSUED DURING THE COURSE OF THE WORKS. VERIFY SET-OUT DIMENSIONS AND LEVELS ON SITE PRIOR TO COMMENCEMENT OF WORKS

DETAIL DRAWINGS TO LARGER SCALES TAKE PRECEDENCE OVER SMALLER SCALE DRAWINGS



3H Designs
Building design & drafting services

ABN: 85 356 935 612
Mob: 0413 218 347
Email: brendan@3hdesigns.com.au

Proposed Alterations

Drawing

Proposed Elevations

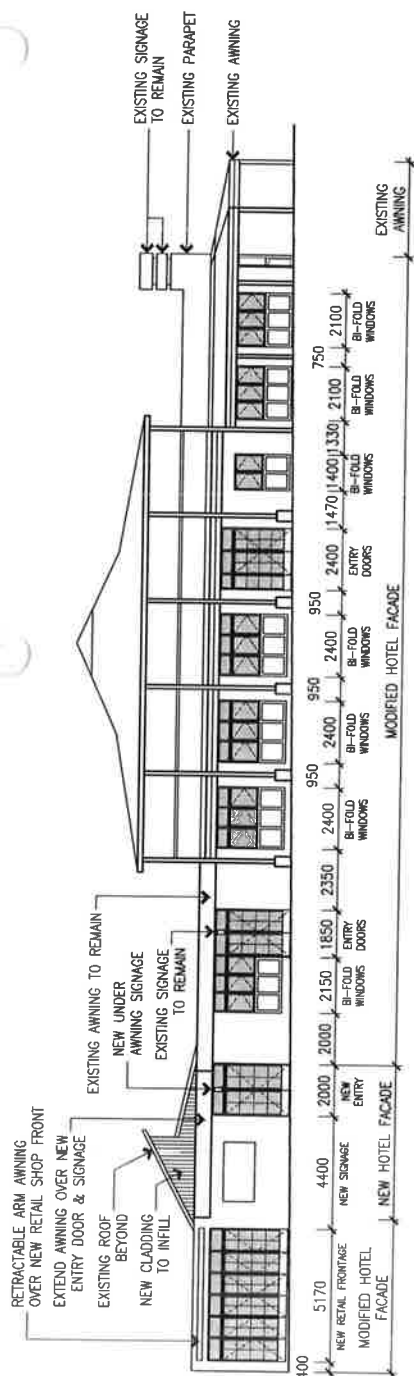
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Scale _____ Drawn by _____

Issue	# Drawing
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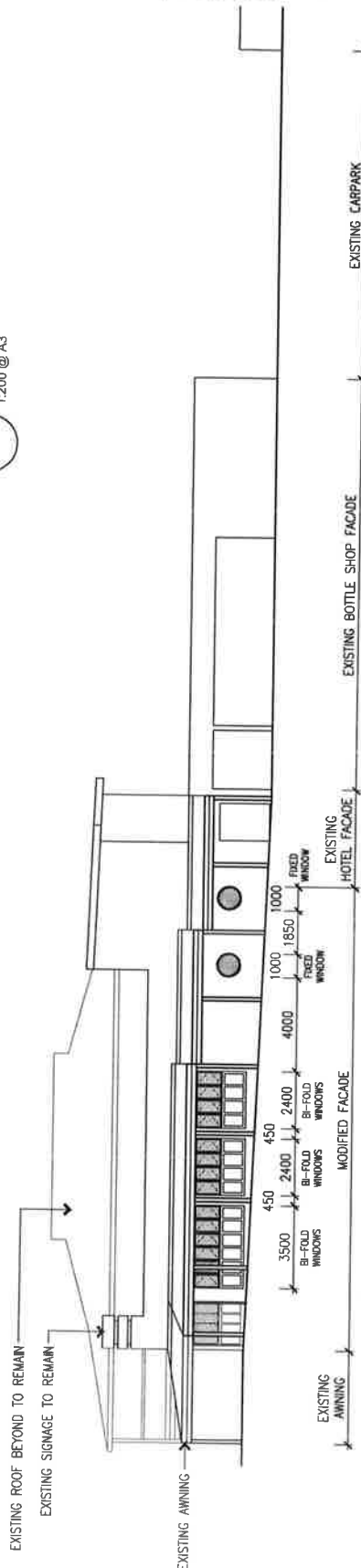
911/DA-04 A

1:200 @ A3

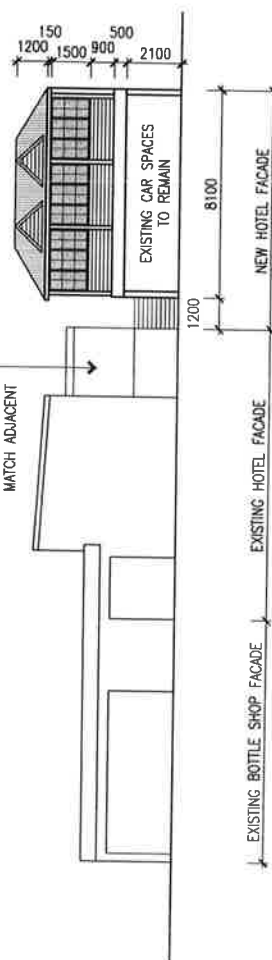


North Elevation (Second Avenue)

1:200 @ A3



REMOVE EXISTING LOUVRES &
INSTALL NEW SOLID WALL TO
MATCH ADJACENT



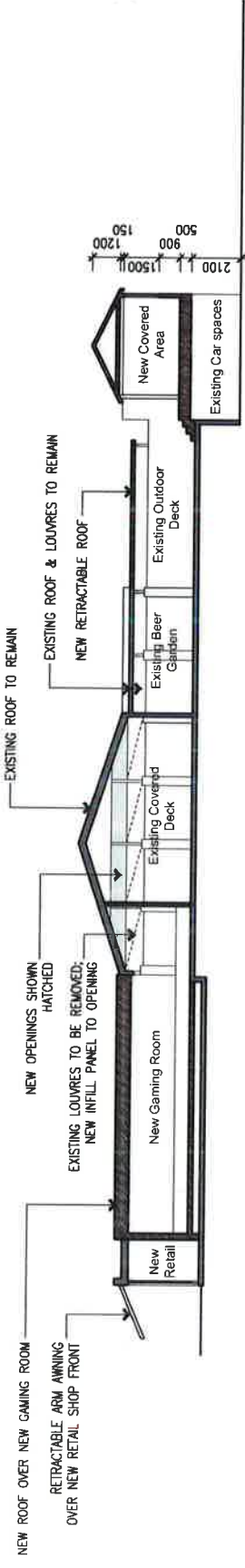
West Elevation (Car Park)

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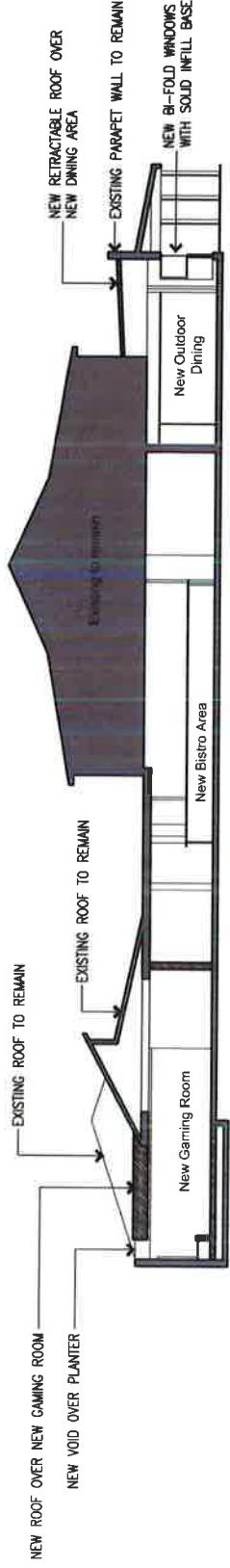


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Amendments	
Issue	Description
By	Date



Section A
1:200 @ A3



Section B
1:200 @ A3

Legend

- EXISTING WALL
- EXISTING TO BE DEMOLISHED
- PROPOSED WALL

General Notes

READ ARCHITECTURAL DRAWINGS IN CONJUNCTION WITH OTHER CONSULTANTS' DRAWINGS, DOCUMENTATION AND COORDINATE WITH OTHER INSTRUCTIONS THAT ARE ISSUED DURING THE COURSE OF THE WORKS. VERIFY SET-OUT DIMENSIONS AND LEVELS ON SITE PRIOR TO COMMENCEMENT OF WORKS. DETAIL DRAWINGS TO LARGER SCALES TAKE PRECEDENCE OVER SMALLER SCALE DRAWINGS. EXECUTE THE WORKS IN COMPLIANCE WITH THE CURRENT EDITION OF THE BUILDING CODE OF AUSTRALIA (AS AMENDED), CURRENT EDITIONS OF RELEVANT AUSTRALIAN STANDARDS (AS AMENDED) AND THE CURRENT REQUIREMENTS OF OTHER AUTHORITIES RELEVANT TO THE EXECUTION OF THE WORKS.



BH Designs
Architectural & Drafting Services
ABN: 52 066 888 812
M: 08 8211 1401
Email: bh@bhdesigns.com.au

Project	Proposed Alterations
Client	Sawtell Hotel
Drawing	
Proposed Sections	
Date	June 2019
Scale	1:200@A3
Drawn by	BH
Drawing #	Issue
1911/DA-05	A

ATTACHMENT

“C”

Sponsorships and Community Contributions

Sawtell Hotel

• Sawtell Toormina Saints AFL	\$17,500
• Sawtell Saints Juniors AFL	\$2,000
• Boambee Bombers Football Club	\$15,000
• Sawtell/Toormina Dodgers Baseball	\$2,500
• Sawtell Boardriders	\$5,000
• Sawtell Cricket Club	\$6,000
• Sawtell Swimming Club	\$2,500
• Coffs Harbour Kart Racing Club	\$400
• Sawtell Cup Race	\$1,600
• Coffs Harbour Summer Cup Race	\$1,500
• Sawtell Tennis Club	\$400
• Sawtell Surf Life Saving Club	\$1,500
• Rotary Club of Sawtell for Barney Miller Festival	\$2,000
• Sawtell Chamber of Commerce for Chilli Festival	\$2,200
• Auction and/or raffle Prizes donated to the Gidget Foundation total value upward of	\$1,500

ATTACHMENT

“D”

TheSawtellHotel

51-55 First Avenue, Sawtell

Alcohol Plan of Management
&
Security Management Plan.

TheSawtellHotel

Alcohol Plan of Management & Security Management Plan

ALCOHOL PLAN OF MANAGEMENT

PURPOSE

The purpose of this Alcohol Plan of Management and Security Management Plan is to reduce the harms associated with the sale and supply of Liquor by implementing effective control strategies.

GENERAL

The Alcohol Plan of Management incorporates the Security Management Plan.

This Alcohol Plan of Management (& Security Management Plan) indicates the mode of operation for Sawtell Hotel in connection with the liquor licence.

PART 1 – HOURS OF OPERATION

The permitted trading hours of the premises are:

Monday to Saturday 05:00am to 1am

Sunday 10:00am to 12 Midnight

PART 2 – INDUCTION AND TRAINING

The Licensee (or delegate) will ensure all staff and security guards employed or undertaking security activities at Sawtell Hotel will read and acknowledge the management practises of the hotel by signing this document. All staff will also receive an online copy of this document upon commencing employment.

PART 3

1. DOCUMENTATION

- 1.1. A copy of the licence will be available for production always in a folder located in the public bar.
- 1.2. A copy of the Plan of Management and associated documentation (and Security Management Plan) will be maintained with the licence and available for inspection by an authorised officer.
- 1.3. **Incident Register** and Security Register will be maintained.
 - 1.3.1 The licensee / approved manager will establish and maintain Incident and Security Register and will ensure that all security and staff employed at the premises record in the register the following:

Alcohol Plan of Management & Security Management Plan

- a. Any incident in which a person is injured or requiring a person to be removed from the premises. Each incident is to be signed as correct by each security officer or member of staff involved in the incident.
 - b. The date and time the incident occurred.
 - c. A description of the place at the premises where the incident happened.
 - d. A description of each person involved in the incident and if known, the person's name.
 - e. Details of the incident including for example, information about whether a person was removed from the premises because of the incident.
 - f. Details of injuries sustained by persons involved in the incident.
 - g. Details of action taken by a security officer or member of staff of the premises in response to the incident.
 - h. Incidents both inside and outside of the premises including the immediate vicinity (50 metres) of the Licensed Premises.
- 1.4 The Alcohol Plan of Management and Security Management Plan is to be revised and implemented as required at the request of the Licensee or NSW Police. Agreement between both parties is required prior to the updated document being implemented.

2. RESPONSIBLE SERVICE PRACTICES.

- 2.1 The Licensee and all staff involved in the sale or supply of liquor will have current New South Wales Responsible Service of Alcohol (RSA) qualification.
- 2.2 An RSA register will be maintained and on hand at the hotel. Photocopies of current RSA / RCG Competency Cards are to be kept in the register.
- 2.3 No staff member will be allowed to commence duty or be involved in the sale or supply of liquor unless they have provided a copy of their RSA qualification or have shown the Licensee their current RSA Competency Card.
- 2.4 Staff with an RSA Competency Card must have the card available to them at all times when they are involved in the sale or supply of liquor.

TheSawtellHotel

Alcohol Plan of Management & Security Management Plan

2.5 Liquor will only be sold or supplied to persons of or above the age of eighteen (18) years.

2.6 **Identification.** Any patron appearing to be under the age of 25 will be asked to provide evidence of age. Only the following are acceptable evidence of age documents:

A) A driver's or rider's licence or permit (issued by an Australian State or Territory or any foreign country)



B) Australian passport or a foreign passport issued by another country,



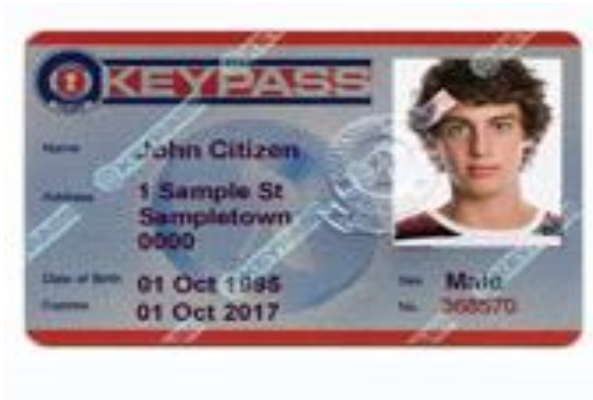
C) [NSW photo card](#) (issued by Roads and Maritime Services NSW)



TheSawtellHotel

Alcohol Plan of Management & Security Management Plan

- D) Keypass (over-18) identity card issued by Australia Post.



- E) Proof of age card issued by a public authority of the Commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age

2.7 **Alcohol Types.** The following drinks are not sold or supplied on licensed premises unless under direct supervision of the Licensee (or delegate);

- a. Any drink (commonly referred to as a “shot” or a “shooter”) that is designed to be consumed rapidly
- b. Any ready to drink beverage with an alcohol by volume content of more than 5%
- c. Any drink prepared on the premises that contains more than one 30ml nip of spirits or liqueur

In this condition “ready to drink beverage” means an alcoholic mixed beverage that is prepared by the manufacturer.

2.8 The following will be available at all times: Low alcohol drinks; Soft drinks, Water and Food.

2.9 **Staggered Bar Closing Strategy.** On nights of advertised and non-advertised music / entertainment or function in any section of the hotel, the Licensee (or delegate) will adopt a staggered bar closing strategy.

Staggered bar closing times are to be at 20-minute intervals.

3. COMPLIMENTARY STRATEGIES

- 3.1 **Staff Patrols.** The Licensee (or delegate) will ensure staff conduct regular patrols of the licensed premises to:
- * Clear rubbish, prevent receptacle stockpiling, especially the receptacles in which liquor was supplied, to prevent the items being thrown or otherwise cause safety issues;
 - * Speak to and interact with patrons to assess early signs of intoxication;
 - * Monitor toilet facilities by regularly check those facilities for tidiness and patron wellbeing.
- 3.2 **Illegal drug use / Possession.** There is a 'zero tolerance' stance on illegal substance use and possession for patrons and staff. Patrons identified by the Licensee, delegate, staff, police or drug detection dog using prohibited drugs are to be removed from the Licensed Premise.
- 3.2.1 **Staff illegal drug use / possession** - Illegal drug use and possession by staff will result in immediately being stood down from their rostered shift, removed from the licensed premise and employment being terminated.
- 3.3 **Barred / Banned persons.** Banned patrons are to be served a "Banning Notice" either in person by the Licensee, manager or delegate. Premise is to operate in accordance to the Coffs Harbour Liquor Accord Banned Patron Policy (To be implemented when templates and Policy are adopted by the Coffs Harbour Liquor Accord and Police).
- 3.4. **Pre-loading.** Persons approaching and consuming alcohol outside the licensed premises are to be prohibited entry into the licensed premises.
- 3.5 **Lighting.** Lighting of all public areas of the premises including liquor service areas are to be sufficient to allow staff to observe the behaviour of patrons.
- 3.6.1. All exterior areas of the premise shall be adequately lit and these lights will be kept on until all patrons have left the immediate vicinity (50 metres) of the Licensed Premises.
- 3.6 **Sound.** All license conditions relating to sound / noise must be observed at all times
- 3.6 **Outlaw Motorcycle Gangs.** Persons entering or found to be within the licensed premises wearing any form of clothing, jewellery or other accessory that displays or infers by form of word, colours, logo, symbol or otherwise that they are a member of a prescribed group, will be asked leave the licensed premises.

Prescribed Groups: Bandidos, Black Uhlans, Coffin Cheaters, Comanchero, Finks, Fourth Reich, Gladiators, Gypsy Jokers, Hells Angels, Highway 61, Life & Death, Lone Wolf,

TheSawtellHotel

Alcohol Plan of Management & Security Management Plan

Mobshitters, Nomads, Odins Warriors, Outcasts, Outlaws, Rebels, Scorpions, Notorious and any similar group.

3.7. **“Staff drinks”** are not permitted unless authorised by Licensee.

- 3.7.1 Staff are prohibited from consuming liquor during working hours.
- 3.7.2 Staff wishing to socialise after their rostered shift must ensure they change their employment clothing. Turning of shirts inside out is not acceptable and the Licensee (or delegate) will ask you to leave the premises.
- 3.7.3 All staff and persons acting on behalf of the Licensee of Sawtell Hotel are to be in full uniform which consists of;
 - * Sawtell Hotel Logo Shirt
 - * Black coloured long pants, skirt or shorts
 - * Black coloured fully enclosed (covered) shoes
- 3.7.4 Staff are not permitted to possess or utilise a mobile phone during rostered working hours (except for the Licensee (or delegate) or Head Security Guard).

3.8 **Closed Circuit Television:** A closed-circuit television system is to operate on the premises in accordance with the following requirements:

- a. The system must record continuously from opening time until one hour after the premises are required to close (or, in the case of premises that are not required to cease trading, continuously at all times)
- b. Recordings must be in digital format and at a minimum of 15 frames per second
- c. Any recorded image must specify the time and date of the recorded image
- d. The systems cameras must cover the following areas:
 - i. All entry and exit points on the premises
 - ii. All public accessible areas within the immediate vicinity (50m) of the Licensed Premise
 - iii. All publicly accessible areas (other than toilets) on the premises.
- e. All recordings made by the CCTV system are captured for at least 30 days

Alcohol Plan of Management & Security Management Plan

- f. That at least one member of staff is on the premises at all times the system is operating who is able to access and fully operate the system.
- g. Recordings must not be tampered with, edited or changed in any way prior to handing to police or any other investigating official.
- h. Signage must be displayed indicating to patrons that closed-circuit television is in operation
- i. Recordings are only viewed by an authorised investigator under the Liquor Act 2007.

3.9 **Crime Scene Preservation.** Immediately after the Licensee (or delegate) become aware of, or reported to, any incident involving an act of violence causing any injury to a person on the premises, the following is adhered to:

- a. The Licensee (or delegate) will take all practical steps to preserve and keep intact the area where the act of violence occurred, retain all material and implements associated with the act of violence in accordance with the Crime Scene Preservation Guidelines issued by the NSW Police.
- b. The Licensee (or delegate) will make direct and personal contact with the Local Area Commander or his /her delegate and advise the Commander or delegate of the incident
- c. The licensee (or delegate) and / or staff will comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.

“Staff” in relation to subject premises, 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 activities, including a crowd controller or bouncer, RSA Marshall on or about the premises.

4. INTOXICATION AND ANTI-SOCIAL BEHAVIOUR

4.1. In accordance with the Liquor Act and intention of the Licensee all staff are expected to be diligent in observing and acting on intoxication and anti-social behaviour in the licensed premises and with patrons entering and leaving the function.

4.2. Staff are expected to:

- * Be alert to detecting signs of intoxication at an early stage;
- * Promote the free water being available;

TheSawtellHotel

Alcohol Plan of Management & Security Management Plan

- * Encourage alternate beverage options (such as soft drink, coffee, tea)
- * Ensure there is an ample supply of food available;
- * Be calm and courteous when dealing with customers;
- * Be alert to patrons who may attempt to purchase liquor on behalf of potentially intoxicated patrons.

4.3. When dealing with patrons who are becoming noticeably affected by liquor, Staff are expected to:

- * Identify that a patron's speech, balance, co-ordination and behaviour is noticeably affected by alcohol or drug.
- * Be calm and courteous;
- * Inform the Licensee (or delegate) or security of the situation;
- * Where appropriate, explain their legal responsibilities to the person;
- * Where appropriate, explain the implications of the patron becoming intoxicated to friends of the person and who they may assist.
- * **Refuse service of liquor.**

4.4. When dealing with patrons who are noticeably affected by liquor or are acting in a manner likely to cause an undue disturbance to other persons or cause injury or other harm, staff are expected to:

- * Be calm and courteous;
- * Inform the Licensee (or delegate) of the situation of the situation;
- * Where Security Officers are employed, inform security of the situation;
- * **Refuse service of liquor.**

4.5. The Licensee (or delegate) will:

- * Be calm and courteous;
- * Where Security Officers are employed, inform security of the situation;

4.6. The Licensee (or delegate) will explain or arrange for the explanation to the person that:

- * Service of liquor is refused;
- * The person must leave the licensed premises;
- * The persons must leave the vicinity (50 metres) of the premises;

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* Call, or arrange for someone to call, police when the person refuses to leave or becomes violent.

- 4.7. The Licensee (or delegate) will report all incidents of violence on or in the immediate vicinity of the Licensed Premises (50 metres) to Police.

5. AMENITY OF THE LOCAL COMMUNITY and CUSTOMER COMPLAINTS

- 5.1. All Staff will treat disturbance issues and complaints seriously and respond to them accordingly by:
- a. Identifying the nature and seriousness of the issue or complaint;
 - b. Reporting the incident to the Licensee (or delegate).
 - c. Assessing whether it can be dealt with by the staff member or if it requires the Licensee's or Security intervention;
 - d. Establishing a resolution to the issue or complaint that, wherever possible, is mutually satisfactory;
 - e. Documenting the details of the disturbance issue or serious complaints in the Incident register including: Time, date and location; Names (where known) of the persons involved; Details of the issue/complaint; Action taken.
- 5.2. The licensee (or delegate) of the premises will ensure that the noise levels of patrons exiting the hotel precinct do not cause noise or inconvenience to the local residential community.
- 5.3. Security will be tasked to monitor patrons exiting the premises at closing time to ensure they do so quietly and orderly.
- 5.4. The Licensee (or delegate) Security and Staff will make requests for patrons to leave quietly and consider the local community during and on ceasing trade.

6. FIRE SAFETY

- 6.1 All exit lights and exit signs are kept in good working order at all times.
- 6.2 Staff to ensure that exit paths to outside the premises are kept clear of obstruction at all times.
- 6.3 The Licensee (or delegate) is to prepare an emergency evacuation plan and all staff will be trained in its implementation.

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- 6.4 All fire extinguishers and hose reels will be checked by a qualified contractor every six month.

I HAVE READ EACH OF THE POINTS LISTED IN THIS DOCUMENT.

I UNDERSTAND THE ALCOHOL PLAN OF MANAGEMENT FOR SAWTELL HOTEL AND AGREE TO OPERATE IN ACCORDANCE WITH IT.

Signature	Signature:	Signature
Name:	Name:	Name:
Date:	Date:	Date:
LICENSEE / MANAGER	NSW POLICE FORCE	EMPLOYEE / SECURITY

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SECURITY MANAGEMENT PLAN

GENERAL

The Security Management Plan forms part of the Alcohol Plan of Management.

1. COMPLIANCE

- 1.1. Security guards engaged to provide a security activity at the hotel will be engaged through a current NSW Security Master Licence holder.
- 1.2. A copy of the Security Master Licence will be maintained in the Security Incident Register.
- 1.3. Security guards engaged to provide a security activity at the hotel must:
 - * Hold and display a current NSW security licence;
 - * Have current NSW RSA certification:
 - * Provide RSA Competency Cards. All cards must be shown to the licensee and be available for inspection at all times;
 - * Provide a photocopy of the RSA competency card to the licensee, where it will be kept in the RSA Register.
 - * Wear a uniform displaying that they are Security guards;
 - * Wear a clearly identifiable shirt, jumper, jacket, vest with the word "Security" clearly printed on the shirt, jumper, jacket or vest.
- 1.4. All Security at the hotel are to be employed or contracted to perform security duties/activities at the hotel. No security shall perform duties on a "volunteer basis."
- 1.5. All security guards are to possess a two-way radio communication system for the entirety of their rostered shift.
 - 1.5.1 The communication system is to be supplied by the Master Licence holder and stored in the ground floor office.
- 1.6. Security guards are not permitted to smoke whilst on rostered duty.
- 1.7. No mobile phone is to be possessed or used whilst on duty (except for the Head Security Guard).

2. SECURITY DUTIES

- 2.1. Duties will include, but are not limited to:

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- * Assisting the Licensee with strategies employed to improve safety and reduce intoxication and anti-social behaviour;
 - * Proactively monitoring crowd numbers and behaviour;
 - * Proactively monitoring access areas to the hotel;
 - * Proactively checking evidence or age;
 - * Proactively report concerns to the Licensee;
 - * Assisting the Licensee and Staff or solely dealing with intoxicated, difficult, unruly or violent patrons;
- 2.2. Security personnel undertaking a security activity at the Hotel are to (in a reasonable time frame) record all intoxicated patrons refused service, have violent confrontations with patrons and all incidents where patrons have been forcefully removed from the premises in the Incident & Security Incident Register
- 2.3 Security personnel are to ensure that patrons waiting for admission do not block the footpath or cause nuisance or annoyance to the neighbourhood.
- 2.4. Security personnel undertaking a security activity at the Hotel will assist police with their enquiries investigating crime thus ensuring compliance with the Security Industries / Liquor Act and associated regulations.
- 2.5 All security personnel wishing to socialise after their rostered shift must ensure they change their employment clothing. Turning of shirts inside out is not acceptable and the Licensee or delegate will ask you to leave the premises.
- 2.6 Prior to and at cessation of trade, licensed security will continue to patrol the vicinity of the hotel to ensure that patrons do not loiter or linger in the vicinity of the hotel or cause nuisance or annoyance to the neighbourhood. Such patrols are to continue until the last person has left the licensed premises and the immediate vicinity (50metres) of the Licensed Premises.

I HAVE READ EACH OF THE POINTS LISTED IN THIS DOCUMENT AND UNDERSTAND THE ALCOHOL PLAN OF MANAGEMENT AND SECURITY MANAGEMENT PLAN OF TOOMINA HOTEL. I AGREE TO OPERATE IN ACCORDANCE WITH THIS DOCUMENT.

Signature	Signature:	Signature
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Name:	Name:	Name:
Date:	Date:	Date:
LICENSEE / MANAGER	NSW POLICE FORCE	EMPLOYEE / SECURITY