

# LOCAL IMPACT ASSESSMENT

## CLASS 1 APPLICATION

November 2018

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***PARK BEACH HOTEL– LIQH400109202***  
***90 Ocean Parade, Coffs Harbour NSW 2450***

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Level 5, 1 Castlereagh Street  
SYDNEY NSW 2000  
T: 02 9236 8588  
F: 02 9236 8599

## EXECUTIVE SUMMARY

### 1. Outline

The Park Beach Hotel, situated at 90 Ocean Parade, Coffs Harbour and also known as the 'Hoey Moey' (the "**Hotel**"), operates pursuant to hotel licence no. LIQH400109202 (the "**Licence**"). The Hotel is located in the Coffs Harbour Local Government Area (the "**LGA**"). The Hotel is classified by the Independent Liquor and Gaming Authority (the "**Authority**") as a band 2 area known as SA2 Coffs Harbour-North. The Hotel's current gaming machine threshold is 15 ("**Threshold**")

The Hotel's licensee, 3 Boys Pty Ltd (the "**Licensee**" and the "**Applicant**") lodges the enclosed threshold increase application (the "**Application**") seeking the Authority's approval for a low-range increase of the threshold to 17, equating to a threshold increase of 2.

### 2. Operation of Hotel

The primary purpose of the Hotel is the sale of liquor by retail.

However, the Hotel also has a substantial kitchen providing Australian beach styled food and boasts some of Coffs Harbour's best live music events. The Hotel also provides accommodation for tourists and workers to the Coffs Harbour LGA.

Approved gaming machines are operated in discrete internal gaming rooms within the Hotel. Gaming is an important component of variety of services and facilities offered by the Hotel.

### 3. Local community

The local community, for the purpose of the Application, is the Coffs Harbour (North East) precinct (the "**Local Community**"), which forms part of the Coffs Harbour LGA.

The Hotel attracts a balanced mix of patrons who attend the Hotel from outside the Local Community, as well servicing regular patrons from within the Local Community.

### 4. Harm Minimisation

The Hotel is cognisant of the potential harm of providing gaming services to the public and applies diligently the harm minimisation provisions of the Gaming Machine Act (2001) (the "**Act**") and Gaming Machine Regulations (2010) (the "**Regulations**"). The Hotel ensures that no minors gain access to the gaming rooms. As stated, the Hotel is conscious of and sensitive to the issue of problem gambling, and by lodging the Application, does not seek to change the focus of the Hotel from that of a social destination for the local community, tourists and minors (in the company of a responsible adult).

### 5. Positive contribution

The Hotel is already an important contributor and sponsor of the local community. If the Application is approved, the Hotel will provide financial assistance in the sum of \$157,860 to the Responsible Gambling Fund over a period of 5 years.

## **1. Introduction**

Pursuant to s34(1) of the Act, the Applicant applies to the Authority to increase the Threshold.

This local impact assessment (the “**Assessment**”) is required as, pursuant to s35(3)(b) of the Act, the Hotel is situated in a Band 2 LGA and the application is for a low-range Threshold increase.

The Applicant is aware that, pursuant to s36(1) of the Act, the Application cannot be approved unless the Authority approves this local impact assessment (the “**Assessment**”). Similarly, the Applicant acknowledges, pursuant to s36(3), that the Authority may approve this Assessment only if it is satisfied that it:

- (a) complies with the requirements of Division 1 of the Act and the Regulations;
- (b) demonstrates that gambling activities will be conducted in a responsible manner;
- (c) demonstrates that the increase to the Threshold will provide a positive contribution towards the local community of the Hotel; and
- (d) addresses community concerns arising out of the consultation process.

It is the Applicant’s contention that the Authority will be satisfied as to (a), (b) and (c) by the content of this Assessment and to (d) through such further actions the Applicant takes if and when community concerns are raised.

The Applicant of cause will respond in a timely fashion to any requisition raised by the Authority to facilitate granting of the Application.

## **2. The Hotel**

### ***About the Hotel***

The Hotel is iconic among the Hotels of Coffs Harbour. Situated less than 50 meters away from the shores of Park Beach, the Hotel is a popular destination for both locals and visitors to the Mid North Coast. The Hotel has operated at 90 Ocean Parade, Coffs Harbour NSW 2450 (the “**Premises**”), since 1960.

The Hotel has had numerous transformations over almost 60 years of operation. Since the Applicant took over the business in 2009, the Hotel has undergone extensive renovations. The 2012 refurbishment of the beer garden and replacement of the bar service area has significantly improved the presentation of the Hotel. With further renovations planned, the Applicant estimates that \$1,500,00.00 has been spent on renovating the Hotel since 2009.

The Hotel currently operates with the following extended trading hours:

#### All Areas:

- Monday to Saturday- 5:00am to 3:00am
- Sunday- 5:00am to 12:00 (midnight)

### ***Style of Hotel***

The Hotel located as it is in a seaside township provides a relaxed beach-styled atmosphere. The licensed area encompasses:

- Lounge Area;
- Pool Room;
- Gig Room;
- Outdoor Deck;
- Children's Area;
- Beer Garden;
- Bistro; and
- TAB facility.

A collection of recent photos of the Hotel is annexed and marked "A".

The Hotel's relaxed environment is promoted by its generous bistro service. Operating 7 days a week for both lunch and dinner, the menu provides a mixture of Australian seafood, pub classics and gourmet pizzas. Main meals are reasonably priced between \$18.00 to \$34.00 for visitors or \$7.50 to \$10.00 for patrons who utilise the Hotel's loyalty cards. An extract of the Hotel's menu is annexed and marked "B".

### ***Floor area***

The internal floor space area of the Hotel is approximately 743.7m<sup>2</sup>. The outdoor beer garden is 374.0m<sup>2</sup>.

A plan of the Hotel, which shows the Hotel's layout and facilities, is annexed and marked "C".

Also annexed, is the licensed area plan of the hotel, marked "D".

### ***Facilities and Events***

The Hotel's continued success is attributable to the range of facilities offered and events held there, which cater for both tourists and the local community, alike.

The Hotel's location, on the shores of Park Beach, provides a unique opportunity for locals and tourists to enjoy the Mid North Coast of NSW from the luxury of a newly renovated deck and beer garden. Additionally, the accommodation available at the Hotel has enabled the Hotel to promote itself as a true destination venue for tourists and locals.

Fundamental to the Hotel's business model, is its reputation for promoting live music. The Hotel hosts an array of live music talent ranging from local bands to Australian legends such as Daryl Braithwaite. These performances are generally coupled with regular community events such as Monday Trivia and bistro/bar specials. Promotional material is annexed and marked "E".

### ***Staff***

The Hotel employs 38 staff of whom 12 are full time staff members and 26 are casual employees. The recent refurbishment works have increased patronage and so the Hotel is looking to employ more staff. In particular, the Hotel is looking at employing 2 additional duty managers if the Application is successful. Most staff reside in Coffs Harbour and so there is an immediate and direct positive impact to the local community's economy.



The Hotel's staff are employed in a number of roles such as: bar staff, waiters, management, bottle shop, gaming, TAB operators and KENO operators. On top of this the Hotel also contracts security and cleaning personnel.

### ***Sponsorships***

Sponsorship is a significant component of the Hotel's business model. The Hotel currently invests 70% of its marketing budget directly into sponsorship of local events, cultural groups and sporting clubs. Rather than investing in usual advertisement channels, the Hotel believes in creating stronger community ties through sponsorship and support. Annexed and marked "F" is an extract of the Hotel's recent submission for the AHA Awards, detailing sponsorships to the local community.

### **3. Harm Minimisation - Compliance with Act and Regulations**

As a diligent hotelier, the Applicant takes seriously its responsibilities to comply with the Act, the Regulations and the Liquor Act.

#### ***Minors***

Minors will only be permitted on the Hotel premises when accompanied by a "responsible adult" and can only enter signposted authorised areas of the Hotel. Minors are not permitted to enter or remain in the Hotel's Bar area.

#### ***Responsible gambling and harm minimisation***

- The primary purpose of the Hotel is the sale of liquor by retail. As described above, the Hotel also aims at making its food, live music and accommodation compelling reason for patrons to visit it. Gaming machines are operated in physically discrete gaming rooms.
- In addition to the mandatory legislative requirements, the Hotel implements the AHA's GameCare self-exclusion program.

#### ***Compliance with the Act and Regulations***

The Hotel and its employees are conscious of obligations under the Act and Regulations in relation to gaming, including:

- The Hotel does not display any gambling related signs, including advertisements about approved gaming machines, anywhere outside or in the vicinity of the Hotel nor anywhere inside the Hotel so that it can be seen from outside the Hotel.
- The gaming room is located internally and has no open or see-through windows or doors fronting the street that would make it visible from the street so as to entice the public into the gaming room.
- The Hotel has no cash dispensing facility on its premises which permits cash to be provided from a credit card account, the Licensee does not permit an ATM or EFTPOS terminal in the gaming room and on each ATM displays a "Think! About your choices" notice.

- The Hotel ensures its patrons have access to a self-exclusion scheme and publicises the availability of self-exclusion schemes and information about how they operate to its patrons and the Licensee makes available at all times to patrons of the Hotel information as to the name and contact details of the problem gambling counselling service made available by or through NSW Australian Hotel Association via their Gam Care programme and the Licensee displays a notice in the gaming room providing the relevant details.
- Persons under the age of 18 years are prohibited from being in the gaming room and operating approved gaming machines at the Hotel.
- The gaming room is located in a bar area of the Hotel and is not in a part of the Hotel in respect of which a minors area authorisation or a minors functions authorisation is in force, 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, entry to the gaming room is provided free of charge, the gaming machines in the gaming room are situated so that they cannot be seen from any place outside the Hotel that is used by the public or to which the public has access and the gaming room is at all times supervised by the Licensee or an employee of the Licensee by way of electronic means or physical presence, or both.
- The Hotelier displays notices providing information about the chances of winning a major prize from the operation of any approved gaming machine. The notice contains: *Think! What are the odds of hitting the jackpot? Your chance of hitting the jackpot on a gaming machine is no better than a million to one.*
- The Hotel makes available in the gaming room in conspicuous places to patrons of a compliant player information brochure approved by the Authority and makes available on request a community language player information brochure in Arabic, Chinese, Korean, Turkish or Vietnamese.
- The Hotel displays on each approved gaming machine in the gaming room a gambling warning notice and a problem gambling notice in a conspicuous place.
- The Hotel displays a *Think! About your choices* notice in the vicinity of the main entrance to the Hotel in a conspicuous position and on each gaming machine.
- The Hotel has a clock in good working order and that is set to, or within 10 minutes of, the correct time in the gaming room in a conspicuous position so it can be seen from all parts of the gaming room.
- The Licensee pays any prize money in excess of \$5,000 or, if requested by the person, all prize money if in excess of \$5,000, by either crossed cheque payable to the person or by means of electronic funds transfer to an account nominated by the person.
- The Hotel does not offer or provide a promotional prize that is indecent or offensive in relation to a promotion involving gaming machines.
- The Licensee displays gambling contact cards in a card holder that are securely attached to each bank of gaming machines in the gaming room in a conspicuous position so that a person playing a gaming machine or approaching the bank of gaming machines would be able to see it.
- The Licensee does not offer or supply, or cause or permit to be offered or supplied, any free or discounted liquor as an inducement to play approved gaming machines in the Hotel, or offer free credits to or offer or provide, or cause or permit to be offered or provided, as an inducement to play gaming machines in the Hotel, any prize or free give-away that is indecent or offensive.

- The Licensee ensures that he and all persons employed at the Hotel whose duties are concerned in the conduct of activities involving gaming machines in the Hotel have their recognised competency cards, which are available for inspection by a police officer or an authorised inspector.
- The Licensee keeps a register containing a copy of all current existing RCG certificate for any person whose duties are concerned in the conduct of activities involving gaming machines in the Hotel and makes the register available for inspection on request by a police officer or special inspector.

### ***Hotel Plan of Management***

In addition to compliance with the relevant Acts and Regulations, the Hotel focuses on harm minimisation through the operation of its comprehensive Plan of Management ('POM'). The following are key strategies implemented with respect of harm minimisation:

- Responsible service of alcohol and managing patron behaviour;
- Security procedures, CCTV and neighbourhood amenity;
- Staff training;
- Transportation options; and
- Identifying local stakeholders.

Annexed and marked "G" is the Hotel's POM.

## **4. Local Community**

### ***Area***

The Hotel is located in the Coffs Harbour (North East) precinct. The local community itself has a population of approximately 5,638 people and falls within the Coffs Harbour LGA.

The Hotel is situated within walking distance to Park Beach Plaza and overlooks the popular Park Beach.

### ***LGA***

The LGA covers 1,175km<sup>2</sup> in NSW mid north coast, about 540kms from Sydney GPO.

Population – As at 2017, the LGA has a population of 75,503.

Employment – As at 2016, 92.7% of the LGA residents were employed in fulltime, part time or unstated employment. Correspondingly, 7.3% of the residents identified as being unemployed, of which 4.3% were looking for fulltime work and 3.0% looking for part-time work.

Household Income Quartiles – As at 2016, 32.4% were earning \$0 to \$750 per week (lowest), 32.2% were earning \$751 to \$1,481 per week (medium lowest), 22.6% were earning \$1,482 to \$2,554 per week (medium highest) and 12.8% were earning \$2,555 and over per week (highest). The lowest and medium lowest are greater than those in regional NSW and medium highest group and highest group are lower than those of Regional NSW.

SEIFA Disadvantage – As at 2016, the Index for the LGA was 967.

## ***Local Community***

The Local Community neighbours the Coffs Harbour (Central) precinct and is less than 3km from Coffs Harbour City Centre. The Local Community is situated along the north east coast of Coffs Harbour and covers an area of 5km<sup>2</sup>.

Population – As at 2017, the Local Community has a population of 5,638 (estimated). This shows an approximate increase in the Precinct's population of 102 since the previous year. By population, the Local Community is a significant area within the LGA.

Employment – As at 2016, 90.9% of the Precinct's residents were employed in fulltime, part time or unstated employment. Correspondingly, 9.1% of the residents identified as being unemployed, of which 5.5% were looking for fulltime work and 3.6% looking for part-time work.

Household Income Quartiles – As at 2016, 40.3% were earning \$0 to \$750 per week (lowest), 31.8% were earning \$751 to \$1,481 per week (medium lowest), 16.9% were earning \$1,482 to \$2,554 per week (medium highest) and 10.9% were earning \$2,555 and over per week (highest). The lowest and medium lowest are greater than those in regional NSW and medium highest group and highest group are lower than those of regional NSW.

SEIFA Disadvantage – As at 2011, the Index for the suburb was 897.7.

## **5. Positive Contribution**

### ***Impact on Local Community***

The Hotel presently operates with the Threshold. The Hotel is aware that problem gambling is an issue and can heavily impact on a person's life and family, although the Hotel itself has not experienced any specific issues. The Applicant is seeking a minor increase of 2, and submits that if there is any impact, it will be correspondingly minimal.

Notwithstanding the minimal impact, the Applicant proposes to make a donation to the Responsible Gambling Fund in the amount of \$157,860 over a period of 5 years.

The Responsible Gambling Fund helps support responsible gambling and minimisation of gambling related harm in communities across NSW. This objective is achieved through several measures, including:

- research and review of responsible gambling policy;
- communal education on responsible gambling choices, behaviour and resilience;
- the provision of counselling services including the growth of online support initiatives; and
- regulatory oversight of responsible gambling obligations and practices.

If the application is successful, the Hotel will donate \$157,860 to the Responsible Gambling Fund. This is the full financial contribution amount as recommended by Liquor & Gaming NSW.

### ***Additional Positive Contribution***

If the Application is successful, the Hotel will continue to increase investment into the local community. The Hotel believes that investing significantly into local sporting, community, social and school groups links back to the objectives of the business plan in creating a “HUB” for the local community. This is achieved through sponsorship and funding raising.

The Hotel currently contributes 70% of its marketing budget into community sponsorships. The Applicant submits that the increased revenue generated by granting this Application will allow for the Hotel to invest more into its sponsorship programs.

Further, the Hotel has an impressive record of fundraising within the local community. Over the last 12 months, the Hotel has raised \$50,390.00 for local clubs and events such as the Coffs Coast under 9’s Rugby team and the ‘UGLY Bartender’ Leukemia Foundation. The Hotel is proud of its positive contribution to the local community and seeks to continue this into the future.

Annexed and marked “H” is an extract from the Hotel’s submission to the AHA Awards, listing fundraising initiatives.

The Applicant submits that the Hotel will contribute positively to the local community in the following ways:

1. Donation to the Responsible Gambling Fund of \$157,860.
2. Sponsorship of sporting, cultural and social groups
3. Providing fundraising initiatives
4. Increasing employment within the Coffs Harbour LGA

### **6. Conclusion**

The Applicant submits that the Application should be approved by the Authority in full because the Authority will be satisfied on the information contained in this Assessment that:

- (a) the Application complies with the requirements of the Act and the Regulations;
- (b) gambling activities at the Hotel will be conducted in a responsible manner having regard to the harm minimisation measure to be undertaken; and
- (c) it identifies the local community (and the socio-economic status of the population) and demonstrates how a positive contribution will be made to the Precinct if the Application is approved.

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*ANNEXURE "A" – Recent Photos*

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**Entrance**



**Service Area**



### TAB Facility



### Bistro/Lounge and Entertainment Bar

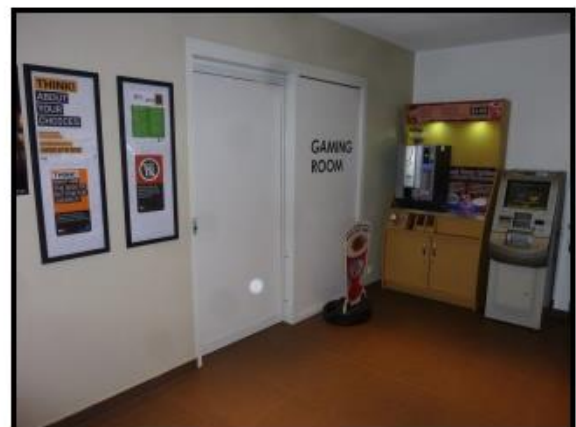
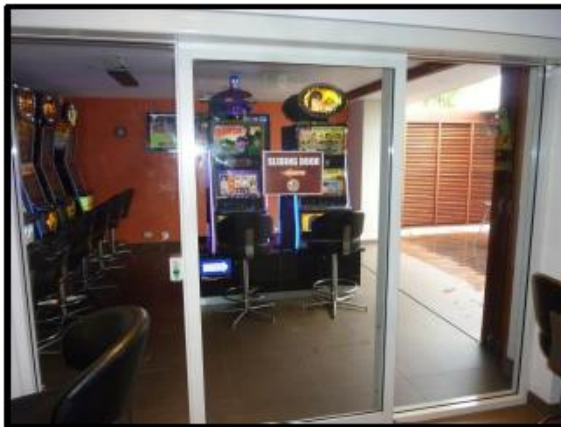




## Bottle Shop



## Gaming Room





## Beer Garden



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## ANNEXURE “B” - Menu

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### Mains

#### MAINS & PUB CLASSICS

##### MAINS

###### Grilled Chicken Breast – \$25 (GF Option)

*with leek and asparagus, risotto cake, broccolini, and a creamy mushroom sauce*

###### Fettuccine Carbonara – \$19

*cream, bacon, mushrooms | add chicken \$4*

###### Crispy Skin Salmon – \$28 (GF)

*herbed chats, asparagus, capers, burnt butter sauce*

###### Spanish Vegetarian Paella – \$20 (V, VG & GF)

*saffron rice, onion, capsicum, peas, artichoke, fresh herbs*

##### OFF THE GRILL

###### 350g Black Angus Sirloin – \$30

*with choice of sauce, seasoned steak fries & salad*

###### 400g Ribeye – \$32

*with choice of sauce, seasoned steak fries & salad*

###### Hoey Moey Surf & Turf – \$34

*350g Scotch fillet, King Prawns, calamari, creamy mash potato, broccolini & hollandaise sauce*

###### BBQ Pork Rib

*served with seasoned steak fries & slaw*

Half Kilo – \$21\* | Full Kilo – \$32.50\*

##### BETWEEN THE BREAD

###### Chicken Burger – \$20

*grilled chicken breast, bacon, baby cos, tomato, avocado, cheese & garlic aioli*

###### Hoey Moey Wagyu Beef Burger – \$20 (GF Option)

*200gm house made Wagyu beef patty, cheddar cheese, baby cos, tomato, grilled capsicum, dill pickles & truffle aioli on a milk bun, served with steak fries*  
Add bacon, egg or beetroot for \$2 | \$5 for the works!

###### Grilled Haloumi Burger – \$20 (V, GF OPTION)

*grilled haloumi, pan pickled portobello mushroom, guacamole, rocket, aioli, milk bun, served with hand cut sweet potato chips*

###### Steak Sandwich – \$20

*150g chargrilled Scotch fillet, caramelised onion, tomato, beetroot, rocket, cheese & smokey BBQ sauce*

##### BEACHSIDE CLASSICS

###### Chicken Schnitzel – \$21

###### Chicken Parmi – \$23

###### Classic Fish & Chips – \$23

*served with homemade tartar sauce*

*Fish of the day – Ask us about our fresh off the boat fish of the day!*

###### Panko Calamari Rings – \$20

*all served with chips & salad | add mash & veggies add \$3*

## **Gourmet Pizzas**

### **GOURMET PIZZAS**

**Margherita (V) – \$18**

tomato, mozzarella & basil oil

**Vegetarian (V) – \$19**

semi-dried tomato, olives, grilled zucchini, fresh tomato, mozzarella & basil oil

**Park Beach – \$19**

pepperoni, tomato base & mozzarella

**Harbourside – \$19**

smoked ham, pineapple & mozzarella

**BBQ Meat Lovers – \$20**

smoked ham, pepperoni, steak, bacon, tomato base, mozzarella & BBQ sauce

**Supreme – \$20**

smoked ham, pepperoni, olives, capsicum, onion & mozzarella

**North Wall – \$20**

crispy bacon, grilled chicken, mushroom, BBQ base & mozzarella

**Beachside – \$21**

garlic prawns, capsicum, tomato base, mozzarella & sour cream

**Lookout – \$21**

grilled prawns, chorizo, tomato chilli base & mozzarella

**Tandoori – \$21**

Tandoori chicken, cashews, red onion, mozzarella & tzatziki

\*public holiday prices apply

The floor plan illustrates the layout of the TAB and Beer Garden. Key areas include:

- Top Section:** Motel units below, carpark, and a large dining area with tables and chairs.
- Central Section:** Storage, toilets, office (9.7 sq m), kitchen, and a bar/lounge area.
- Bottom Section:** Sports bar & TAB, 23 metres race wall listing, and a new paved entry to TAB and beer garden.
- Outdoor Areas:** Beer garden, open air stage, and a new canopy above.
- Other Features:** Covered bar, child play area under platform, ground floor deck, and a soft matting outdoor play area.



[illegible]

## ANNEXURE "E" – Promotional Material

### 22 DEC DARYL BRAITHWAITE LIVE AT THE HOEY MOEY!

#### DARYL BRAITHWAITE LIVE AT THE HOEY MOEY!

Join us on Saturday, 22nd December 2018, for Daryl Braithwaite live at the Hoey Moey!

Right now Daryl Braithwaite is showing no signs of slowing down. Daft Punk recently sampled The Sherbs' 'We Ride Tonight'. In 2017 Daryl has entered the ARIA Hall of Fame as a solo artist.

More than two decades on from the partnership that produced the multi-platinum albums 'Edge' (1988) and 'Rise' (1990), Sony Music Australia is ecstatic to announce the release of the legendary Daryl Braithwaite's album 'Days Go By'!

The album showcases Daryl's career highlights to date and features brand new music.

\*\*In December 2017 Daryl's new Album enters the ARIA ALBUM CHARTS @ Number One!

Always a fine interpreter, here Daryl has recorded James Reyne's 'Motor's Too Fast', Peter Gabriel's 'In Your Eyes', Chicago's 'If You Leave Me Now', while reworking 'When We Were Kings' which featured in the 1996 documentary of the same name.

"I guess, overall, I'm happy I took up singing," says Daryl with his customary modesty. "I really am. And, without labouring the point, I think that I've been very fortunate to have had a lot of help from different people as well. It seems to have come together. Why it's lasted this long, I think it's because I love it. I love doing it, and I love audiences."

**\$35 PLUS BOOKING FEE**

**BUY  
TICKETS**

#### GIG DETAILS

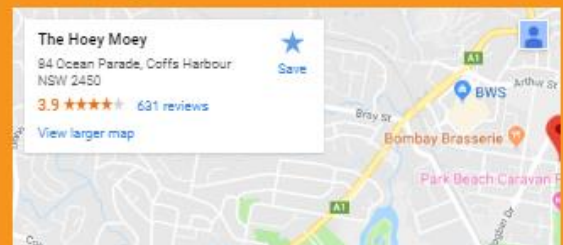
##### WHEN

**SAT 22 DEC 2018**  
(opening 6pm)

##### VENUE

Hoey Moey Hotel ([VIEW LOCATION MAP](#))  
Ocean Parade, Coffs Harbour

[www.hoeymoey.com.au](http://www.hoeymoey.com.au)





## THE BLACK SORROWS LIVE AT THE HOEY MOEY!

Joe Camilleri and The Black Sorrows are celebrating the 2019 release of their new album, Citizen John at the Hoey Moey!

With over 50 years rocking out on stages all around world, Joe Camilleri has built up an incredible repertoire of hits which he delivers with unrivalled joy, conviction and enthusiasm.

As Jimmy Barnes simply says "Joe Camilleri is one of the best entertainers in Australia".

At the Hoey Moey, you will hear Joe and his incredible band perform songs like 'Harley & Rose', 'Chained to the Wheel', 'Brown Eyed Girl', 'Shape I'm In' and 'The Chosen Ones'.

Plus they will play some of The Black Sorrows' future classics.

The concert is on the 6th of January 2019 at 3pm.

Don't miss out ... Get your tickets now!

**\$10 + BOOKING FEE**

**BUY  
TICKETS**

## GIG DETAILS

### WHEN

SUN 06 JAN 2019  
(opening 3pm)

### VENUE

Hoey Moey Hotel ([VIEW LOCATION MAP](#))  
Ocean Parade, Coffs Harbour

[www.hoeymoey.com.au](http://www.hoeymoey.com.au)

#### The Hoey Moey

84 Ocean Parade, Coffs Harbour  
NSW 2450

3.9 ★★★★★ 632 reviews

[View larger map](#)









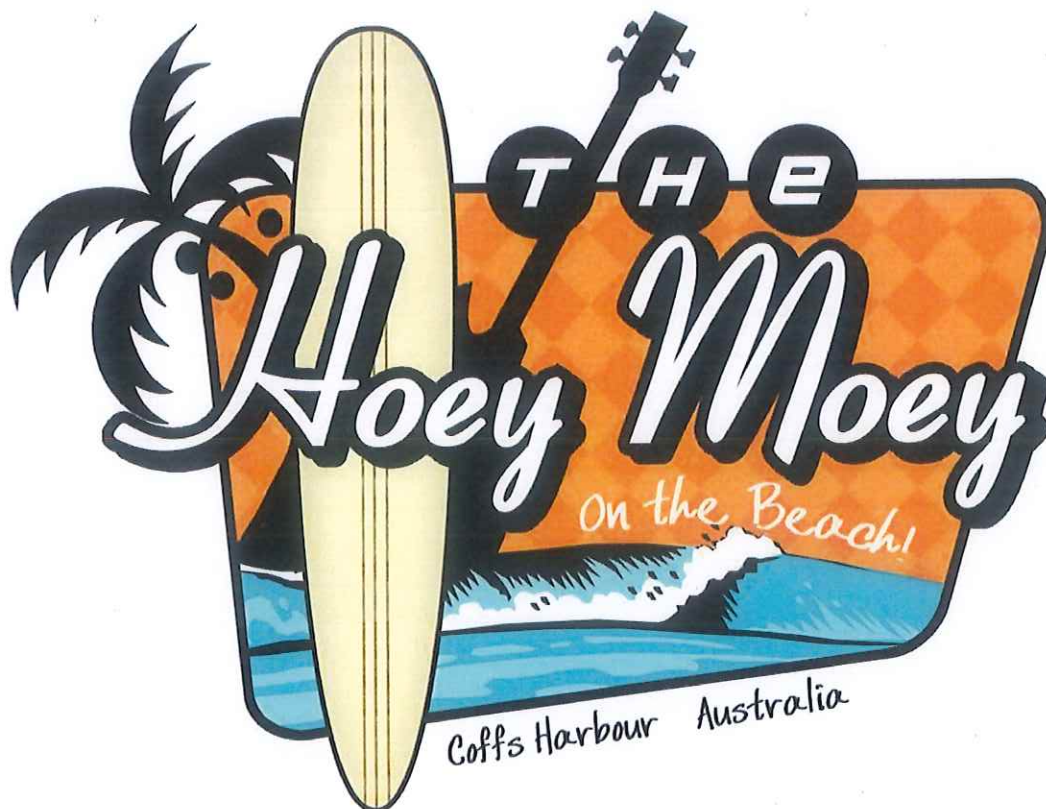
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***ANNEXURE “G” – Plan of Management***

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**ALCOHOL MANAGEMENT OPERATIONS REGISTER  
(AMOR)**

**Park Beach Hotel T/as The Hoey Moey**



**84 Ocean Parade Coffs Harbour 2450**

**Licensee: Three Boys Pty Ltd**

**Nominated Manager: Ryan Batt**

# Contents

## Part 1 - Venue Overview

- A) Venue / House Policy
- B) Employee Structure
- C) Trading Hours
- D) Hotel Areas
- E) Hotel Patron Numbers
- F) Venue Floor Plan
- G) Specific License Conditions

## Part 2 – The Responsible Service of Alcohol

- A) Responsible Service of Alcohol Policy
- B) Responsible Service of Alcohol Procedures
- C) Administering the Responsible Service of Alcohol
- D) Registers
- E) Managing Patron Behavior
  - 1) Preventing intoxication
  - 2) Identifying intoxication
  - 3) Approaching intoxication
  - 4) Dealing with someone who is approaching intoxication
  - 5) Refusing service to a person
  - 6) Procedures for dealing with Intoxication
  - 7) Dealing with anti-social behavior on the licensed premises
  - 8) Identifying potential violence
  - 9) Dealing with violent incidents
  - 10) Conflict resolution
  - 11) Resolving conflict situations
  - 12) Dealing with anger
  - 13) Preventing underage drinking
  - 14) Checking proof of age ID
  - 15) Procedures with suspected second party supply incidents
  - 16) Alcohol free entertainment
- F) Liquor Promotions
  - 1) Undesirable promotions
  - 2) Current liquor promotions

### **Part 3 – Patron Education and Awareness**

- 1) Underage drinking
- 2) Responsible consumption of alcohol
- 3) Failure to leave premises
- 4) Safe transport
- 5) Drink spiking

### **Part 4 – Security & Safety / Amenity of the Neighborhood**

- A) Venue Security Patrols
- B) Closed circuit TV
- C) Public entertainment
- D) High risk events
- E) Anti-social / violent behavior in the vicinity of the venue
- 1) Procedure for dealing with complaints or concerns

### **Part 5 – Staff Training**

- A) All new bar, gaming and glassy staff members
- B) All new contracted security staff
- C) Daily Briefing of staff
- D) Staff Meetings
- E) Staff access material
- F) Staff external training and courses

### **Part 6 – Transport**

- 1) Car park areas
- 2) Safe transport options

### **Part 7 – Working with local stakeholders**

- A) Key contacts
- B) Local liquor accord

### **Part 8 – Source Materials**

- A) Key Liquor Licence Details document for Park Beach Hotel,  
Hotel Licence No. LIQH400105509
- B) Crime Scene Preservation Guidelines – July 2011
- C) Liquor Promotion Guidelines – July 2013
- D) Statutory Conditions for a Hotel Licence – April 2013
- E) Intoxication Guidelines – Feb 2013

## Part 1 – Venue Policy Overview

### A) VENUE POLICY

The Park Beach Hotel (Hoey Moey) operates under a **HOTEL LICENCE**.

- A Hotel License enables liquor to be sold to the public for consumption on and off the premises. Subject to separate approval, it also enables gaming machines to be operated.
- A Hotel License operates at all times under the primary purpose of selling liquor to the public.
- For the sale and supply of alcohol, the Park Beach Hotel is governed by the NSW Liquor Act 2007 and the Liquor Regulation 2008. A copy of the Liquor Act can be accessed via the following link:

[http://www.austlii.edu.au/au/legis/nsw/consol\\_act/la2007107/](http://www.austlii.edu.au/au/legis/nsw/consol_act/la2007107/).

There is other relevant legislation as well, the main ones being the Gaming Machines Act 2001 and its Regulation, the Environmental Planning & Assessment Act 1979 and the Security Industry Act 1997.

The **Park Beach Hotel Venue Policy** is to:

- Assist with compliance with all applicable Acts & Regulations for licensed premises.
- Require membership of a Local Liquor Accord\*.
- Promote responsible service of alcohol practices that conform to community standards and expectations.
- Minimize any disturbance or impact to the local community and amenity.
- Maintain a pleasant and safe environment for staff and patrons.
- Inform and train staff on legislative requirements, risk management and appropriate steps to promote patron care.

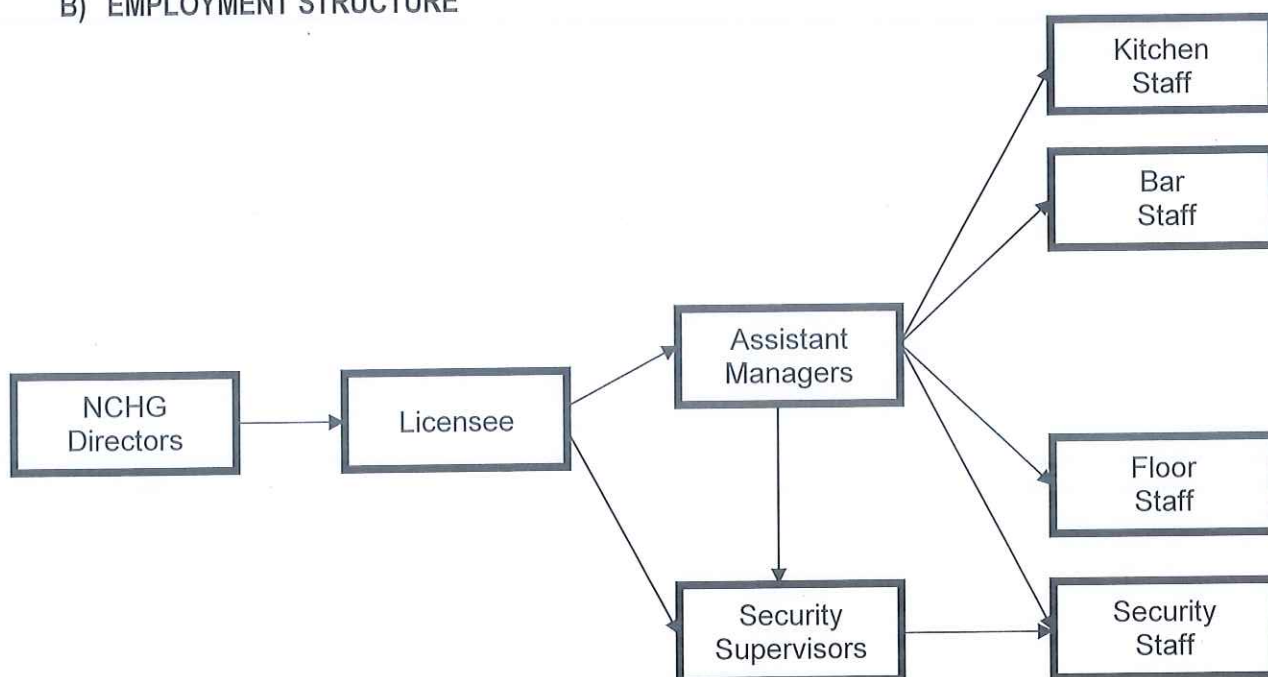
#### \* LOCAL LIQUOR ACCORD

*A liquor accord is a code of practice, memorandum of understanding or other arrangement that delivers practical solutions to local alcohol related problems including anti-social behaviour, violence and other harm.*

*A liquor accord improves the management and operation of licensed venues to ensure they are safe and enjoyable and do not impact adversely on local community.*



## B) EMPLOYMENT STRUCTURE



## C) TRADING HOURS

	Day	Time	Comments
Authorised times	Monday – Wednesday	10.00am – 3.00am	
	Thursday	10.00am – 3.00am	
	Friday – Saturday	10.00am – 3.00am	
	Sunday	10.00am – 12.00am	
Regular trading times	Monday – Wednesday	10.00am – 22.30pm	
	Thursday	10.00am – 23.00pm	
	Friday – Saturday	10.00am – 12.00am	
	Sunday	10.00am – 23.00pm	
Security Hours	Monday – Thursday	Not Required	0
	Friday – Saturday	18.00pm – Close	2 guards staggered
	Sunday	16.00pm - Close	4 guards staggered

## D) HOTEL AREAS

**Sports Bar/Public Bar** – A restricted area, featuring TAB Facilities, Keno Facilities and Multiple large screen Televisions with a focus on Sporting events and wagering.

**Bistro** – An authorised area with multiple low table and chairs, 1 large projector TV showing sports and other major events. This area also includes a childrens entertainment area, with games, blackboard and chalk, and a TV showing childrens movies.

**Beergarden** – a Large open space with multiple high and low seating options. This area has a large retractable roof, a large stage with access to the Hotels PA Sytem, Multiple Televisions, stage lights, two pool tables and the main entryptpoint from Hotel Carpark, refered to as the Back Door. This area is authorised with exception to the smoking area in the eastern side which is restricted to over 18's only.

**Gaming Room** – a restricted area, with direct entry from street and sports bar. 15 CMS connected Poker Machines, including 5 machines connected to a link. This room is staffed 5 days a week, with service from sportsbar any other time. CCTV monitors in the Bar monitoring the room 24hrs a day.

*\* **Restricted Area** – Is an area that is restricted to persons 18 years and older.*

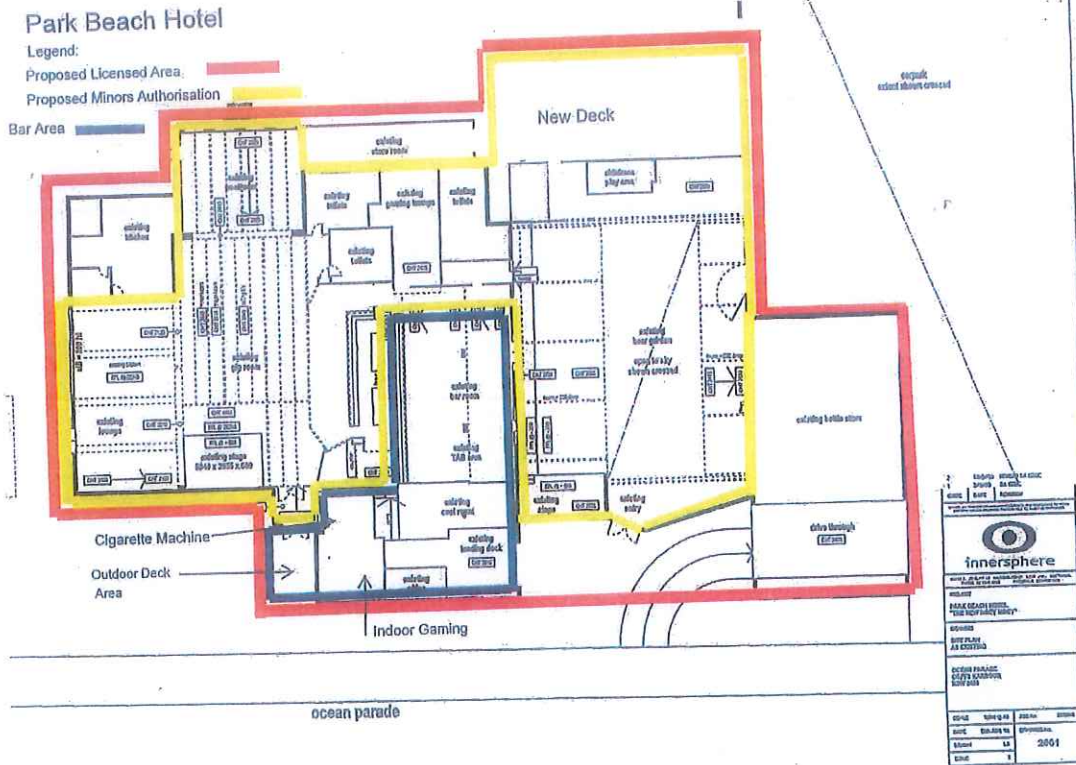
*\* **Authorised Area** – Is an area that authorizes minors being present up until the time of 9.00pm, only as the Hotel Policy. Minors MUST be in the company and immediate presence of a legal guardian or parent. Minors may 'travel' through a restricted area in the company of a responsible adult for as long as is reasonably necessary to access another area of the hotel that the minor may lawfully enter. Minors must not be left unattended for any reason.*

## E) HOTEL PATRON NUMBERS

Area	Responsibility	Policy	Procedure
Hotel Patrons	Manager On Duty	The Park Beach Hotel will not exceed a Safe Hotel capacity	During busy periods (for example Friday, Saturday, and Sunday nights as well as during events) Security will do periodic head counts. Should area's become congested or overcrowded, the Manager will direct patrons into less crowded area's. During Large Events in the Beergarden, if the crowd numbers hit 1200 Security will apply a one out / one in procedure from this point. Periodic head counts are also to be done at other times, at the discretion of the Duty Manager present.
	Duty Manager	The Park Beach Hotel will minimize overcrowding in specific hotel areas	The Duty Manager is to monitor over-crowding in areas and direct security to move patrons to less crowded areas as required.
Outside Queue	Duty Manager Security manager	The Park Beach Hotel will queue people at the back door if the Hotel approaches an uncomfortable capacity,	A one out / one in policy will apply when the Hotel reaches this capacity, or at the Duty Manager's discretion. Security as well as the Duty Manager will monitor the queue to enforce good behavior. The queue will be managed and patrons will be required to queue in an orderly fashion to ensure their safety in the carpark and around the courtesy bus.



## F) FLOOR PLAN



## G) LICENCE CONDITIONS

As shown on Hotel ~~Licence~~ Document

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### Reference 360 - Condition:

No party to the complainant 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 complainant.

### Reference 230 – Condition:

The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre (31.5Hz – 8kHz inclusive) by more than 5dB between 7:00am and 12 midnight at the boundary of any affected residence.

The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz – 8kHz inclusive) between 12:00 midnight and 7:00am 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 12:00 midnight and 7:00am.

Interior noise levels which, although restricted in accordance with the above condition, still exceed safe hearings level are in no way supported or condoned by the Authority.

For the purposes of this condition the LA10 can be taken as the average maximum deflection of the noise emission from the licensed premises.

### Reference 340 – Condition:

Minors area authorization – whole of licensed premises excluding the gaming room, sports bar, and smoking deck

### Reference 340 - Condition:

The Licensee to maintain the provision of a courtesy bus for removing patrons from the vicinity when they exit the premises

### Reference 390 - Condition:

The hotel courtesy bus will pick up and deliver patrons from the rear of the premises in the southern carpark. The licensee will ensure that patrons are transported to and from the premises quickly and quietly and without causing a disturbance to the quiet and good order of the neighbourhood.

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**Plus Applicable Statutory ~~Licence~~-Conditions – per OLGR Publication – April 2013 Edition**

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**s.15A Cessation of liquor sales during trading hours**

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During the standard trading period, a Licensee may at any time cease to sell or supply liquor on the licensed premises – and continue to provide, or make available, other services and facilities on the licensed premises (such as food and non-alcoholic beverages, entertainment and the use of the premises for conferences or meetings) – provided the licensed premises are not used for gambling activities

**s.17 Hotel license – miscellaneous conditions**

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**Cash advances prohibited**

A hotelier must not:

- (a) provide a cash advance in the hotel, or
- (b) permit a cash advance to be provided in the hotel on his/her behalf, except as a prize or bonus won as a direct or indirect consequence of participating in a legal form of gambling.

**Hotel must be open to general public**

A hotel business cannot be limited to the sale or supply of liquor only:

- (a) to persons who have been invited to use or attend the hotel, or
- (b) to a particular class, or particular classes, of persons using or attending the hotel. Exceptions to this requirement can be approved on a temporary basis by the Independent Liquor & Gaming Authority.



### **Food must be made available**

Food of a nature and quantity consistent with the responsible sale, supply and service of alcohol must be available whenever liquor is sold or supplied on the hotel premises for consumption on the premises

### **Residents and employees cannot consume liquor in bar area outside trading hours**

Liquor may not be sold or supplied to, or consumed by, a resident or an employee of the Licensee in a bar area of the hotel outside of the trading hours for the hotel bar area.

The Independent Liquor & Gaming Authority may approve a resident's bar authorisation allowing the use of a bar area for the sale, supply or consumption of liquor exclusively to/by residents outside of the hotel's approved bar area trading hours.

## **s.55 Requirement to provide information in relation to persons interested in Licensee's business**

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### **Licensee must notify changes to business ownership**

Where a person (other than the Licensee or a financial institution) becomes interested in the business, or the conduct of the business, carried out on licensed premises, the Independent Liquor & Gaming Authority must be provided with the following information within 28 days after the other person becomes interested:

- (a) the name and date of birth of the interested person and, in the case of a proprietary company, the names of the directors and shareholders
- (b) a statement, signed by the Licensee, that the Licensee has made all reasonable inquiries to ascertain the information referred to in paragraph (a).

A person is interested in the business, or the conduct of the business, carried out on licensed premises if the person is entitled to receive:

- (a) any income derived from the business, or any other financial benefit or financial advantage from the carrying on of the business (whether the entitlement arises at law or in equity or otherwise), or
- (b) any rent, profit or other income in connection with the use or occupation of the premises on which the business is to be carried on.

This information may be provided by the Licensee or the interested person. See form AM0555.

## **cl.37 Requirement to provide information relating to persons no longer interested in Licensee's business**

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### **Cessation of persons interested in licensee's business**

If a person (other than the Licensee or a financial institution) ceases to be interested in the business, or the conduct of the business, carried out on licensed premises, the Independent Liquor & Gaming Authority must, within 28 days of the person ceasing to have that interest, be notified in writing that the person is no longer an interested person.

## **s.56 Incident Registers**

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### **Hotel with retail on-premises sales after midnight at least once a week**

The Licensee must maintain an incident register in the form approved by the Independent Liquor & Gaming Authority. The register must record details of the following incidents that occur between midnight and 5am the following day Monday to Friday, between midnight Saturday and 10am Sunday, and between 10pm Sunday and 5am Monday:

- (a) any incident involving violence or anti-social behaviour occurring on the licensed premises
- (b) any incident of which the Licensee is aware that involves violence or anti-social behaviour occurring in the immediate vicinity of the licensed 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 licensed premises under the exclusion provisions of the Liquor Act, and
- (d) any incident that results in a patron of the licensed premises requiring medical assistance.

The register must also record details of any action taken in response to any such incident.

Visit [www.olgr.nsw.gov.au/signs\\_incident\\_register.asp](http://www.olgr.nsw.gov.au/signs_incident_register.asp) for more information.

## **cl.30 Licensees required to provide biannual return**

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The Licensee must provide a biennial return to the Director-General of Trade & Investment. The return is to include the information required in the biennial return form approved by the Director-General, and comply with any requirements of the form.

The return must relate to the calendar year ending 31 December 2009 and each subsequent two year period. The first return was due by 31 March 2010, and subsequent returns are due by 31 March every two years after that.

### **c.36 Display and availability of licence and licence-related authorisations**

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#### **Licensee must make liquor licence available**

A copy of each of the following must be available at all times for the information of the members of staff of the licensed premises:

- (a) the licence
- (b) any licence-related authorisation
- (c) any conditions imposed by the Independent Liquor & Gaming Authority on the licence or the authorisation.

This information must be available to any member of staff who:

- (a) sells, supplies or serves liquor on the licensed premises, or
- (b) carries on any security activity (such as a crowd controller or bouncer) on or about the licensed premises, or
- (c) exercises any functions under the Liquor Act or Liquor Regulation.

### **cl.44 Licensee to keep register of RSA certificates**

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#### **Licensee must maintain a responsible service of alcohol register**

The Licensee must keep a register containing:

- (a) a copy of any current existing RSA certificate for the Licensee, and
- (b) a copy of any current existing RSA certificate for each staff member whose duties include the sale, supply or service of liquor by retail, and
- (c) a copy of any current existing RSA certificate for each person employed or engaged by the Licensee to carry on activities as a crowd controller or bouncer on or about the licensed premises.

The Licensee must make the register available for inspection on request by a police officer or inspector.

### **cl.51 Drinking water to be available free of charge where liquor is served**

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#### **Free drinking water must be available**



Drinking water must be available free of charge at all times while liquor is sold or supplied for consumption on the licensed premises – including where liquor is provided for tastings. The drinking water must be available to patrons at or near liquor service points, or by the same means of service that liquor is available (e.g. waiter service).

#### **cl.53 Codes of practice**

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##### **Licensee must comply with approved Code of Practice**

The Licensee must comply with any applicable code of practice approved by the Independent Liquor & Gaming Authority. No code has been approved for hotels at this stage.

## Part 2 - The Responsible Service of Alcohol

### A) RESPONSIBLE SERVICE OF ALCOHOL POLICY

As an employee of a licensed venue, prior to starting work with The Park Beach Hotel, you must provide a copy of your Responsible Service of Alcohol (RSA) course completion certificate or competency card to the Licensee who is to maintain a copy of this in the RSA folder at the venue.

It is also up to the Licensee, security personnel and all staff to make sure, if you are yet to obtain a RSA competency card, that your RSA Course Certificate does not lapse. Details of when RSA certificates progressively lapse can be found at:

[http://www.olgr.nsw.gov.au/photocard\\_certificate.asp](http://www.olgr.nsw.gov.au/photocard_certificate.asp)

These obligations extend also to the Hotel's security.

The Park Beach Hotel believes in the responsible service of alcohol at all times and follows the RSA guidelines as set out by the Office of Liquor, Gaming and Racing (OLGR).

The NSW Liquor Act 2007 (section 5) states that a person is intoxicated if:

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

Under the NSW Liquor Act, staff must ensure that patrons do not become intoxicated. Intoxicated persons are to be removed from the premises immediately. Intoxicated persons are also to be refused entry onto the venue.

- A Licensee is liable for **permitting intoxication** if an intoxicated person is detected in the venue. This offence applies regardless of whether the intoxicated person is not drinking on the venue. If an intoxicated person is detected, then all staff must bring this to the attention of the Licensee or the Duty Manager. If an intoxicated person is detected then the Licensee or Duty Manager must take these steps:
  1. Refused to serve the intoxicated person any alcohol after becoming aware that the person was intoxicated; and
  2. Asked the person to leave the venue; and



3. If the person refused to leave the premises and police assistance is required, contacted or attempted to contact a police officer for assistance in removing the person from the venue.

**In fulfilling your RSA responsibilities, you must always have due regard to the following objectives of the liquor laws:**

- **Need to minimise harm associated with the misuse and abuse of liquor.**
- **Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor.**
- **Ensure that the sale, supply and consumption of liquor contributes to, and does not detract from, the amenity of community life.**

## B) RESPONSIBLE SERVICE OF ALCOHOL PROCEDURES

1. The Licensee and all staff shall take all reasonable steps to prohibit or restrict activities (such as promotions or discounting) that could encourage misuse or abuse of liquor (such as binge drinking or excessive consumption).
2. All staff and security staff engaged at the hotel shall complete a course (approved by the Office of Liquor, Gaming & Racing) in the Responsible Service of Alcohol, prior to their commencing any work.
3. It is also up to the Licensee, security personnel and all staff, to make sure that, if you are yet to obtain a RSA competency card, your RSA Certificate does not lapse.
4. The Licensee is to maintain a register that is to contain a copy of the competency card, or if still current, RSA course certificate, of the satisfactory completion of an approved Responsible Service of Alcohol course by the Licensee and for all other staff (including security staff) engaged at the hotel. The register is to be made available for inspection on request by a police officer or special inspector.
5. Low alcohol beer and non-alcoholic beverages must be available at all times when full strength liquor is available. The pricing structure of low alcohol beverages is to reflect the lower wholesale cost of those beverages.
6. Food of a nature and quantity consistent with the responsible sale, supply and service of alcohol is made available whenever liquor is sold or supplied on the premises for consumption on the premises. If any requirements are prescribed by the regulation in relation to the nature and quality of any such food, those requirements must be complied with and must be available whenever liquor is available for consumption on the licensed premises.
7. Alcohol must not be served to any person who is intoxicated.
8. The Hotel's management will decline entry to any person who is already intoxicated, or require them to immediately leave if the person is approaching the point of intoxication.
9. Early intervention, before the point of intoxication is reached, is the responsibility of all staff. Firstly, report this person to the Licensee or the Duty Manager. Next, slow the pace of alcohol consumption down, such as suggesting water or a soft drink instead. Encourage the person to have some food, Refuse spirits.
10. The staff will advise its patrons of the availability of non-alcoholic beverages and food in the Hotel. Additionally, free drinking water and glasses shall be placed on all bar counters. Soft drinks and fresh juice will be available for purchase.

11. The Hotel's management, upon receipt of a request from a patron, will arrange (without charge) for a taxi to be available for that patron.
12. The Hotel's management will not permit intoxication or any indecent, violent or quarrelsome conduct on the premises. Any person causing such disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period to be determined by the Licensee.
13. No person under the age of 18 years shall be served liquor at the Hotel. Production of photographic identification will be required where age is an issue. The only acceptable proof of age identification shall be: Photo driver's licence, Proof of age card (RTA) or Current passport.
14. No sales of packaged liquor for consumption off the premises shall be made at the Hotel after 11pm on Monday to Saturday, and after 10:00pm on a Sunday. Takeaway sales are also prohibited on Good Friday and Christmas Day.

### C) IMPLEMENTING THE RESPONSIBLE SERVICE OF ALCOHOL

**The Park Beach Hotel will implement the Responsible Service of Alcohol by having:**

- |                             |   |
|-----------------------------|---|
| - Registers                 | AMOR – Alcohol Management Operations Register<br>Incident register  |
| - Managing Patron Behaviour | Preventing Intoxication<br>Procedures and training to identify Intoxication<br>Procedures and training for dealing with intoxication<br>Preventing underage drinking<br>Procedures and training for dealing with minors |
| - Liquor Promotions         | Only low risk liquor promotions as per the OLGR Liquor Promotion Guidelines, July 2013 version  |

### D) REGISTERS



11. The Hotel's management, upon receipt of a request from a patron, will arrange (without charge) for a taxi to be available for that patron.
12. The Hotel's management will not permit intoxication or any indecent, violent or quarrelsome conduct on the premises. Any person causing such disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period to be determined by the Licensee.
13. No person under the age of 18 years shall be served liquor at the Hotel. Production of photographic identification will be required where age is an issue. The only acceptable proof of age identification shall be: Photo driver's licence, Proof of age card (RTA) or Current passport.
14. No sales of packaged liquor for consumption off the premises shall be made at the Hotel after 11pm on Monday to Saturday, and after 10:00pm on a Sunday. Takeaway sales are also prohibited on Good Friday and Christmas Day.

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| - Managing Patron Behaviour | Preventing Intoxication<br>Procedures and training to identify Intoxication<br>Procedures and training for dealing with intoxication<br>Preventing underage drinking<br>Procedures and training for dealing with minors |
| - Liquor Promotions         | Only low risk liquor promotions as per the OLGR Liquor Promotion Guidelines, July 2013 version  |

### **D) REGISTERS**

As the sale or supply of liquor after midnight on licensed premises is authorized at least once a week on a regular basis, it is a condition of the licence that the Licensee maintains an Incident Register in the form approved by the Authority. This approved Incident Register is one which is purchased from the OLGR, until such time as the Hotel moves to an electronic Incident Register.

Following are the registers that are maintained regularly by the Hotel that may be related to the Alcohol Management of the venue.

Register	Responsibility	Incident	Detail
Security Log Book (Voluntary)  OLGR Incident Register Log Section (Legal Requirement)	Security Supervisor	Refusal Entry OR Removal from the Premises	<ul style="list-style-type: none"> <li>* Intoxicated (Refusal ONLY)</li> <li>* Approaching intoxication</li> <li>* Violence (Refusal ONLY)</li> <li>* Violent Quarrelsome, Disorderly or Anti social behavior, in the Hotel or in its immediate vicinity, involving a person who has recently left or has been refused entry</li> <li>* Under Age (Refusal ONLY)</li> <li>* Has been previously refused or removed within the last 24 hours</li> <li>* Who has remained in the vicinity after being previously refused or removed within the last 6 hours</li> <li>* Who has been turned out of the hotel</li> <li>* Who is banned</li> <li>* Using or is suspected to be carrying a prohibited drug</li> <li>* Smokes in a smoke free area</li> </ul>
Log and Report Security Books  OLGR Incident Register Log and Report Section	<b>Duty Manager ONLY</b>	Violence        Medical Assistance   Underage	<ul style="list-style-type: none"> <li>* Any incident involving violence or anti-social behaviour occurring on the licensed premises, or in its immediate vicinity, involving a person who has recently left or has been refused entry</li> <li>* Any incident of which the Licensee is aware that involves violence or anti-social behaviour occurring in the immediate vicinity of the licensed premises and that involves a person who has recently left, or been refused admission to the premises</li> <li>* Any incident involving intoxication on premises</li> <li>* Any incident involving a minor obtaining alcohol</li> <li>* Any incident involving a minor consuming alcohol</li> <li>* Any incident that results in a patron of the licensed premises requiring medical assistance</li> <li>* Any incident involving a suspected drink spiking</li> <li>* Any incident that results in a minor being in a restricted area</li> <li>Any incident involving a minor obtaining alcohol</li> </ul>

Register	Responsibility	Incident	Detail
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Managers Incident Book [separate to the OLGR Incident Register]	Duty Manager	Complaints	<ul style="list-style-type: none"> <li>* Noise complaint</li> <li>* Neighbour complaint</li> <li>* Customer complaint</li> </ul>
		Injury	<ul style="list-style-type: none"> <li>* Patron accident without injury - <b>Detailed Report</b></li> <li>* Patron accident with injury - <b>Detailed Report</b> (Note OLGR if after midnight with medical assistance required)</li> <li>* Staff accident without injury</li> <li>* Staff accident with injury – <b>Registry Injuries Book</b> (Note OLGR if after midnight with medical assistance required)</li> </ul>
		Visit OR Call	<ul style="list-style-type: none"> <li>* OLGR inspector - <b>Please approach and introduce yourself</b></li> <li>* ALEC - <b>Please approach and introduce yourself</b></li> <li>* Licensing Police – <b>Please approach and introduce yourself</b></li> <li>* Police - <b>Please approach and introduce yourself</b></li> <li>* Council Inspectors</li> <li>* Solotel Operations</li> </ul>
		Crime	<ul style="list-style-type: none"> <li>* Security issues – suspicious people</li> <li>* Stealing - <b>Detailed Report</b></li> <li>* Robberies - <b>Detailed Report</b></li> <li>* Malicious Damage - <b>Detailed Report</b></li> </ul>
Registry of Injuries	Duty Manager	Staff Only	<ul style="list-style-type: none"> <li>* Staff accident with injury</li> </ul>
Managers Day Diary Nightly	Duty Manager Cash Manger	General business issues	<ul style="list-style-type: none"> <li>* Busy when and where</li> <li>* Dining</li> <li>* Weather</li> <li>* Events</li> </ul>
Email to Licensee	Duty Manager Cash Manager	As required	<ul style="list-style-type: none"> <li>* Office Issues</li> <li>* Simple maintenance – light bulbs etc</li> <li>* Urgent maintenance requiring a contractor</li> </ul>



Register	Responsibility	Location	Detail
Staff RSA Register	Assistant Manager	Main Office	Copy of Licensee's / Managers RSA certificate or competency cards Copy of Staff RSA certificates and competency cards
Security RSA Register	Security Supervisor	Security Cupboard	Copy of Security Supervisor RSA certificate or competency card Copy of Security Staff RSA certificates or competency cards
Staff RCG Register	Assistant Manager	Main Office	Copy of Licensee's / Managers RCG certificate Copy of Staff RCG certificates or competency cards where applicable

*Please note that for logging, information that must be included but is not limited to*

- Time
- Male / Female
- Type of Incident

*Please note that for reporting, information that must be included but is not limited to*

- Manager and/or staff on duty
- Date and time of incident
- Name and address of person/s involved - if possible
- Circumstances of the incident
- Detailed notation of the order of events of the incident
- Detailed notes of the conversations with customer / resident / police.
- Detailed notes of medical assistance including ambulance number and treating hospital
- Detailed notation of action taken by the Manager on duty
- Name, rank and station of police / council officers attending if applicable (Card)
- Relevant footage should be saved to the main hard-drive



## E) MANAGING PATRON BEHAVIOR

### (1) Preventing intoxication

As a staff member it is your responsibility to prevent patrons from becoming intoxicated. There are things you can do including:

- Talk to your patrons and get to know their drinking patterns and intentions.
- Alert other staff.
- Serve and encourage free water and keep water available.
- Encourage patrons to choose low or mid-strength alcoholic drinks, non-alcoholic drinks and food.
- Provide free snack food as authorized by the Licensee or Duty Manager present.
- Slow service down for the patron.
- Wait for the patron to re-order, don't automatically top up drinks.
- Do not encourage high risk drinking practices such as skolling drinks, drinking games etc.
- We do not serve Doubles, Shots or Bombs at any time

All staff of the Park Beach Hotel also have a responsibility to prevent patrons from becoming intoxicated. There are things we do including:

- Training staff in ways that they can prevent a patron from becoming intoxicated
- Provide easily accessible and prominent free water stations at all bars
- Reduce the price point of low alcohol and non-alcoholic beverages
- Increase the price point of high risk beverages
- Food availability during trading hours including after hours food menu
- Only run promotions that are low risk as advised in the OLGR guidelines, as attached at Part 8
- Management and security interact with groups that are potentially at a higher risk of becoming intoxicated

## 2) Identifying intoxication

What are some noticeable signs of possible intoxication:

Speech	Balance	Co-ordination	Behaviour
<ul style="list-style-type: none"> <li>• slurring words</li> <li>• rambling or unintelligible conversation</li> <li>• incoherent or muddled speech</li> <li>• loss of train of thought</li> <li>• not understanding normal conversation</li> <li>• difficulty in paying attention</li> </ul>	<ul style="list-style-type: none"> <li>• unsteady on feet</li> <li>• swaying uncontrollably</li> <li>• staggering</li> <li>• difficulty walking straight</li> <li>• cannot stand or falling down</li> <li>• stumbling</li> <li>• bumping into or knocking over furniture and people</li> </ul>	<ul style="list-style-type: none"> <li>• lack of coordination</li> <li>• spilling drinks</li> <li>• dropping drinks</li> <li>• fumbling change</li> <li>• difficulty counting money or paying</li> <li>• difficulty opening or closing doors</li> <li>• inability to find one's mouth with a glass</li> </ul>	<ul style="list-style-type: none"> <li>• rudeness</li> <li>• aggression</li> <li>• belligerent</li> <li>• argumentative</li> <li>• offensive</li> <li>• bad tempered</li> <li>• physically violent</li> <li>• loud /boisterous</li> <li>• confused</li> <li>• disorderly</li> <li>• exuberance</li> <li>• using offensive language</li> <li>• annoying / pestering others</li> <li>• overly friendly</li> <li>• loss of inhibition</li> <li>• inappropriate sexual advances</li> <li>• drowsiness or sleeping at a bar or table</li> <li>• vomiting</li> <li>• drinking rapidly</li> </ul>
Source: OLGR Intoxication Guidelines – February 2013 Edition			

### **Please note**

*Energy drinks such as RED BULL and other caffeine related products can mask the effects of alcohol consumption.*

## **Licensees are deemed to have permitted intoxication unless they prove:**

- They took the following steps:
  - asked the intoxicated person to leave the premises.
  - contacted, or attempted to contact, police for assistance in removing the person from the premises.
  - refused to serve the intoxicated person any more alcohol.
- They took other reasonable steps to prevent intoxication on the licensed premises.
- The Liquor Act also includes the point that the intoxicated person did not consume alcohol on the licensed premises., however it is the Park Beach Hotel's policy that any person approaching the point of intoxication must be asked to leave the premises.

Anyone, including staff and other patrons, can be prosecuted if they are found supplying alcohol to an intoxicated patron. Fines of up to \$11,000 apply. For staff, supplying alcohol to an intoxicated person will lead to the staff member's summary dismissal, because this breach can incur a "strike" against the Licensee.

### **Standard drink**

The concept of a standard drink enables people to keep track of how much alcohol they are consuming. A standard drink contains 10 grams of pure alcohol. How many standard drinks in a bottle are noted on the side of the bottle. The Standard Drink Guide can be used to help identify how many standard drinks have been consumed and is available from: [www.alcohol.gov.au](http://www.alcohol.gov.au).



### **How else to determine if someone is possibly intoxicated**

Make observations:

- Does the person smell of alcohol?
- How long has the person been drinking?
- When did the person enter the premises?
- Was the person affected by alcohol when they arrived?
- What type of alcohol has been consumed?
- How much alcohol have you seen the person drink?

**Your observations will help you form a REASONABLE BELIEF as to whether the person is intoxicated as a result of alcohol consumption.**

**TALK TO THE PERSON and their friends to help determine whether the person is intoxicated or becoming intoxicated.**

### **Reasonable belief that a person is intoxicated**

- The law allows staff to form a reasonable belief that the person is intoxicated as a result of alcohol consumption. It is all right if you refuse service to a person on the basis of this belief, even if you are wrong.
- Reasonable grounds for a belief that a person is intoxicated are what a reasonable person would believe in the circumstances, taking into account the relevant knowledge and facts presented.
- \* You should be sure of your reasons for refusal of service and these reasons should not be discriminatory, for example race, sex, disability.
- \* A person has the right to take the matter to the Anti-Discrimination Board if they feel they have been subjected to discrimination.

### **Are there conditions that exhibit similar symptoms/signs to intoxication?**

- Some medical conditions, disabilities or the use of drugs may cause similar behaviours without the person being intoxicated as a result of alcohol consumption.
- Prior to refusing service on the basis that a person is intoxicated, you should endeavour to determine whether the person has a medical condition or disability, which may cause signs or symptoms similar to intoxication.
- If the person has a medical condition or disability, it is likely that their friends will be able to tell you. Be sensitive to a person's right to privacy.

Examples only:

- acute infections
- Acquired Brain Injury
- brain trauma / tumours
- delirium
- diabetes / hypoglycaemia
- epilepsy
- head injuries
- pneumonia
- seizures and post seizure states
- stroke

Even though a person has a pre-existing condition, if you have observed the person consuming alcohol and the person has been drinking for some time, then it would be reasonable to form a belief that the person is intoxicated as a result of alcohol consumption.



### 3) Approaching Intoxication

- NSW law in regards to the service of alcohol defines a person as being intoxicated or not intoxicated – there are no incremental classifications.
- Approaching intoxication is the point before becoming intoxicated.
- Identifying a patron that is approaching intoxication is a **judgement call** based on the person of interest, context of the situation and your own personal experience. You must immediately inform the Licensee or Duty Manager present, if you have made this assessment.
- There must be a **reasonable belief** that the person is likely in the immediate future to become intoxicated.

### 4) Dealing with someone who is Approaching Intoxication

Discussion and review meetings in regard to approaching intoxication and intoxication will be held by all management and relevant bar staff at the end of busy nights and public holidays.

Detailed training in assisting in identifying and procedures for dealing with approaching intoxication patrons will be conducted by management at a staff member's initial induction and subsequently at all staff meetings. This will take the form of role play, CCTV footage and group activities.

**If you feel someone is APPROACHING INTOXICATION notify a Security Guard or Duty Manager.**

**They will make inquiry and assessment of the patron and conclude a JUDGEMENT of the patrons' alcohol consumption and effects.**

**It is also our policy at the Park Beach Hotel to refuse entry to a person that is already at the point before intoxication.**

#### *Please Note:*

- *Training in identifying and procedures for dealing with a patron that is approaching intoxication will be done at the staff members initial induction as well as subsequent staff meetings*
- *This training will be done in the form of*
  - *CCTV footage review*
  - *Group Activities*
- *Staff are required by law to refuse service to a person that is intoxicated, where that person's SPEECH, BALANCE, COORDINATION or BEHAVIOUR is NOTICEABLY EFFECTED by the consumption of liquor*



## 5) Refusing Service to a Person Procedures

1. Introduce yourself to the person and tell them your name and your role, and ask their name.
2. Approach the person in a friendly and respectful manner. Patronising or authoritarian attitudes can often evoke anger and make the person aggressive – this is a common response to threats to one's dignity and self-respect. Try not to speak to the person in front of others.
3. When talking to the person: use their name; use slow, distinct speech; use short, simple sentences; avoid emotion and involved discussions; use appropriate eye contact (limit for cultural reasons); and adjust speaking pace to match the patron's.
4. Give a clear, concrete statement that by law they cannot be served another drink.
5. Notify the Duty Manager/Licensee/supervisor or security. Also notify other bar staff that you have refused service to the person. If a shift change is nearing, notify the new staff.
6. Give a clear instruction that the person must leave the premises. If necessary, guide them to the exit, ensuring that they have all their personal possessions with them.
7. If considered necessary, management may consider imposing a short term ban.

### **Please Note:**

*Training in refusing a person service will be conducted at staff meetings in the form of Role Play and Group Activities*

## **Penalties**

Supplying alcohol to an intoxicated person or permitting intoxication can be very expensive. The Licensee or staff can be fined up to \$11,000 or be issued with an on-the-spot fine by way of a penalty notice. It is also an offence for other patrons to supply alcohol to an intoxicated person, with a maximum fine of \$1,100 applying.

An offence of supplying an intoxicated person with alcohol also risks imposing new conditions on the Hotel Licence, dramatically affecting the value of the Business. Therefore if the Licensee or a staff member supplies alcohol to an intoxicated person, it will lead to that person's summary dismissal.

## 6) Procedures for Dealing with Intoxication

Incident	Responsibility	Policy	Procedure
Identifying Intoxication	ALL Staff	Follow the above guidelines for identifying intoxication	<ul style="list-style-type: none"> <li>- Bar Staff – Refuse service and Notify the Duty Manager, Security and notify other Bar Staff</li> <li>- Floor Staff - notify the duty Manager or Security</li> <li>- Security Staff – Notify the Security Supervisor/RSA Marshals and advise the Bar Staff if applicable</li> <li>- <b>Removal of the person from the Premises by Security / Manager</b></li> <li>- <b>Recorded in the Incident Register</b></li> </ul>
Refusal of Service to an intoxicated person	ALL staff	Follow the above guidelines for refusal of service to an intoxicated person	<ul style="list-style-type: none"> <li>- Bar Staff – Notify the duty Manager, Security and notify other Bar Staff</li> <li>- Floor Staff - notify the duty Manager or Security</li> <li>- Security Staff – Notify the Security Supervisor/ RSA Marshals and advise the Bar Staff if applicable</li> <li>- <b>Removal of the person from the Premises by Security / Manager</b></li> <li>- <b>Recorded in the Incident Register</b></li> </ul>
Intoxicated person trying to gain access to the venue	Door Security Duty Manager	Follow the above guidelines for identifying intoxication	<ul style="list-style-type: none"> <li>- Refuse Entry</li> <li>- Ensure the person moves away from the area safely</li> <li>- <b>Recorded in the Incident Register</b></li> </ul>

## 7) Dealing with Anti-Social Behaviour

The Park Beach Hotel Policy is to manage patron behaviour and remove 'undesirable' persons.

### Identifying and procedures to deal with undesirables

Type	Responsibility	Indicators
Standard	ALL Staff	<ul style="list-style-type: none"> <li>- The Park Beach Hotel requires that all patrons are of a certain standard of presentation and good conduct.</li> <li>- Minimum dress standards apply.</li> <li>- Non-offensive dress standards apply.</li> <li>- A reasonable standard of cleanliness and good hygiene for all patrons.</li> <li>- Generally of good character.</li> <li>- Polite and respectful.</li> <li>- Not to use bad language.</li> <li>- Not annoying to other patrons.</li> <li>- Not to become argumentative either towards other patrons or staff or security.</li> </ul> <p>If you observe any of the above report it to the duty Manager or Security Supervisor.</p> <p><b>Generally these persons are refused entry or are to be given a warning by security or the manager. If the behaviour persists or compliance is not achieved then removal is the next step.</b></p>
Excluded Persons	ALL Staff	<ul style="list-style-type: none"> <li>- Usually these are persons that have caused trouble in the venue or local vicinity in the past or they may be persons who are known to be involved in criminal activity.</li> <li>- These persons may have been served with an exclusion period notice (Barred).</li> </ul> <p>If you spot one of these persons in the venue report it to the duty Manager or Security Supervisor.</p> <p><b>Generally the person will be removed by security or the manager and an extension to the exclusion maybe issued.</b></p>
Anti social behaviour by an Individual	ALL Staff	<ul style="list-style-type: none"> <li>- Usually on their own or in small groups</li> <li>- Loud speech</li> <li>- Aggressive in their mannerisms</li> <li>- Rude or obnoxious</li> <li>- Knocking into people</li> <li>- Sleazy with girls</li> <li>- Swearing</li> </ul> <p>If you observe the above behaviour report it to the duty Manager or Security Supervisor.</p> <p><b>Generally these persons are to be given a warning by security or the manager. If the behavior persists then removal is the next step.</b></p>



Type	Responsibility	Indicators
Anti social Behaviour by Groups	ALL Staff	<p>- Usually the interaction between two differing large groups creates tension that generally leads to anti - social behaviour or violence.</p> <p>- Entry is refused for persons of groups that are known to be trouble makers.</p> <p>If you observe the above behaviour developing in an area report it to the Area Manager or Security Supervisor.</p> <p><b>Generally these groups are to be given an initial warning. If tensions grow, removal of both groups by security or the manager is the next step.</b></p>
Suspected drink spiking	All Staff	<p>- Generally people that have had their drink spiked display signs different to intoxication such as;</p> <ul style="list-style-type: none"> <li>- Severe lack of coordination and speech.</li> <li>- Appear lost and confused.</li> <li>- Eyes rolling back in their head.</li> <li>- Vomiting.</li> </ul> <p><b>If you observe the above behaviour report it to the duty Manager or Security Supervisor immediately.</b></p> <p>The person will be assessed by the Duty Manager or trained professional if available who will then;</p> <ul style="list-style-type: none"> <li>- Assess whether an ambulance is required</li> <li>- Generally the victim will be scared and confused as they are unsure of what is happening to them, ensure you make the person feel comfortable and secure</li> <li>- Question friends of the alleged victim to assess if the behaviour is unexpected</li> <li>- Encourage the alleged victims friends to comfort and reassure them</li> <li>- <b>Detailed reporting by the Duty Manager is required for suspected drink spiking.</b></li> </ul>
Person committing a crime; * Stealing * Malicious damage	All Staff	<p>Thieves usually;</p> <ul style="list-style-type: none"> <li>- Operate as individuals or as teams</li> <li>- Opportunistic crime – right time right place when security may have lapsed</li> <li>- Planned crime – the intention of committing a crime</li> </ul> <p>Generally thieves;</p> <ul style="list-style-type: none"> <li>- Scope out the area or situation</li> <li>- Check out camera positions or wear caps to avoid detection</li> <li>- Will avoid interaction with staff and other patrons</li> <li>- Are not drinking</li> <li>- Don't seem to 'fit in' with the 'normal' crowd</li> <li>- On premise for only a short time so as not to arouse suspicion</li> </ul> <p>If you observe the above behaviour report it to the Area Manager or Security Supervisor.</p> <p><b>Generally the person will be assessed by the duty manager and maybe removed by security or the manager.</b></p>

		<p>Police may also be advised if deemed so by the duty manager.</p> <p>All malicious damage to Hotel property must be reported immediately to the Duty Manager or Security Supervisor.</p>
Person suspected of drug use	All Staff	<p>Usually displaying signs different to intoxication;</p> <ul style="list-style-type: none"> <li>- Profusely sweating</li> <li>- Jaw continually chewing or grinding</li> <li>- Pupils dilated</li> <li>- Unusual projection of self-confidence</li> </ul> <p>If you observe the above behaviour report it to the duty Manager or Security Supervisor.</p> <p>Generally the person will be assessed by the duty manager and maybe removed by security or the manager.</p>
Person suspected of dealing drugs	All Staff	<p>Drug dealers usually;</p> <ul style="list-style-type: none"> <li>- Operate individually</li> <li>- Don't seem to 'fit in' with the 'normal' crowd</li> <li>- On premise for only a short time to make the deal</li> <li>- Operate off camera either in the toilets or just outside of the premises</li> </ul> <p>If you observe the above behaviour report it to the duty Manager or Security Supervisor.</p> <p>Generally the person will be assessed by the duty manager and maybe removed by security or the manager.</p>
Person suspected of using the premises for prostitution	All Staff	<p>Prostitutes generally;</p> <ul style="list-style-type: none"> <li>- Operate as individuals or as teams</li> <li>- Don't seem to 'fit in' with the 'normal' crowd</li> <li>- Dress provocatively, although not always</li> <li>- Engage interaction with potential customers</li> </ul> <p>If you observe the above behaviour report it to the duty Manager or Security Supervisor.</p> <p>Generally the person will be assessed by the duty manager and maybe removed by security or the manager.</p>
Hawkers	ALL Staff	<p>Persons that are hawking, peddling or selling goods within the venue should be pointed out to duty Manager or Security Supervisor.</p> <p>Generally the person will be assessed by the duty manager and maybe removed by security or the manager.</p>

#### The Liquor Act in Summary States:

- It is an offence to allow the sale or consumption of prohibited drugs on licensed premises.
- It is an offence to allow the premises to be used for prostitution.
- It is an offence to allow someone to hawk, peddle or sell any goods on the premise.



## 8) Identifying Potential Violence

All staff are responsible for identifying potential violence and applying effective action to diffuse the **risk of violence** occurring. Potential violence may be identified by;

- Loud and aggressive speech or argument
- Aggressive in their mannerisms
- Rude or obnoxious
- Knocking into people
- Sleazy with girls
- Swearing

## 9) Dealing with Violent Incidents

If a violent incident happens staff should immediately contact the Duty Manager and the Security Supervisor. It is the Duty Managers responsibility to manage the situation. The manager may be required to;

### PREVENT

- Prevent any further violence.
- The parties should be separated immediately.
- Persons may need to be restrained by security.
- The parties should be removed from the scene.

### CALLS TO MAKE

- Assessment of any injury and medical assistance called if required.
- Call the Police and the Ambulance Service.

### PRESERVE THE CRIME SCENE

- Immediately contact '000' or local Police Station;
- Render any required first aid;
- Determine the Crime Scene and remove all persons from the area. Take all practical steps to preserve and keep intact the area where the act of violence occurred. Cordon off the area utilising bar stools, tables or tape. Consider closing off the area completely for areas such as toilets, hallways or bars. (Remember there may be multiple Crime Scenes);
- Do not allow any persons to enter this area;
- **DO NOT CLEAN UP ANY CRIME SCENE.** You may be destroying vital evidence;
- Assign a member of staff to guard all Crime Scenes until the arrival of Police;

- Remember some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair or fingerprints;
- Do not move any items that may have been involved in an offence unless absolutely necessary. (For example they could get wet. Use gloves to stop transference of your DNA or fingerprints);
- Notify Police if any items have been moved or removed from the Crime Scene. (Items may include bottles, glasses, pool cues, clothing, furniture, weapons or cigarette butts);
- Make notes in relation to the incident. Time, date, location, description of offender(s), vehicle(s) involved, weapons used, last known direction of offender(s), any movement of items involved in the incident;
- Secure any CCTV footage and the Security Sign on sheets;
- Obtain any details of witnesses and try to keep all witnesses separated so as to maintain the integrity of their evidence. (Try to persuade witnesses from leaving the premises before Police arrive);
- Hand this information to Police on arrival;
- Be prepared to make a statement to Police regarding the incident.

## REPORT

- The parties should be encouraged to remain on the premises to give statements if possible.
- Ask for witnesses – request any witnesses to stay on premises until police arrive if possible.
- A full and detailed report must be noted in the appropriate register.
- Relevant footage should be saved onto the hard drive and given to the Police upon request, if the Licensee is present at the time. Otherwise tell the Police that the Licensee will provide a copy of the footage when next on duty.

## 10) Conflict Resolution

In most conflicts, neither party is right or wrong. Instead, different perceptions and ideas collide to create disagreement.

Conflict is natural and it's up to all staff to respond to conflict situations quickly and professionally.

Clear and open communication is the cornerstone of successful conflict resolution.

### Guiding Principles

Generally by managing patron conflicts skilfully, you can:

- Gain cooperation from the patron as well as other staff members.
- Achieve a peaceful and satisfactory resolution for all parties involved.
- Solve problems as quickly as possible.
- Improve customer relations.
- Improve the venue's sense of security and general good order.
- Increase patron satisfaction as well as staff morale.
- Defuse potential violence and anti social behaviour.



## 11) Resolving Conflict Situations

To manage conflict effectively you must be a skilled communicator. That includes creating an open communication environment by encouraging people to talk about the problem. Listening to a person's concern will foster an open environment. Make sure you really understand what the person is saying by asking questions and focusing on their perception of the problem.

Here are some tips you can use when faced with patrons who can't resolve their own conflicts or conflicts with the Hotel and other Staff.

- **Acknowledge that a difficult situation exists.** Honesty and clear communication play an important role in the resolution process. Acquaint yourself with what's happening and be open about the problem. Separate conflicting parties and encourage them to discuss the problem in a different area where it is quieter.
- **Let the patron express their feelings.** Some feelings of anger and/or hurt usually accompany conflict situations. Before any kind of problem-solving can take place, these emotions should be expressed and acknowledged.
- **Define the problem.** What is the stated problem? What is the negative impact for the patron? Is differing personality styles part of the problem? Meet with the parties separately at first and question them about the situation.
- **Determine underlying need.** The goal of conflict resolution is not to decide which person is right or wrong; the goal is to reach a solution that everyone can live with. Looking first for needs, rather than solutions, is a powerful tool for generating win/win options. To discover needs, you must try to find out why people want the solutions they initially proposed. Once you understand the advantages their solutions have for them, you have discovered their needs.
- **Find common areas of agreement, no matter how small:**
  - Agree on the problem
  - Agree on the procedure to follow
  - Agree on worst fears
  - Agree on some small change to give an experience of success
- **Find solutions to satisfy needs:**
  - Problem-solve by generating multiple alternatives
  - Determine which actions will be taken
  - Make sure involved parties buy into actions. (Total silence may be a sign of passive resistance.) Be sure you get real agreement from everyone.



- **Determine follow-up you will take to monitor actions.** You may want to schedule a follow-up meeting in about two weeks to determine how the parties are doing.
- **Determine what you'll do if the conflict goes unresolved.** If the conflict is causing a disruption in the venue or other patrons and it remains unresolved, you may need to explore other avenues. An outside facilitator (such as the Police) may be able to offer other insights on solving the problem.

## (12) Dealing with Anger

When you meet with someone who is angry, you can use the tools of effective listening to help defuse this anger. Nevertheless, when anger is directed at you, it is much more difficult to respond definitively, because your own emotions are usually involved.

To effectively defuse anger, keep in mind the needs of the angry speaker:

- **To vent.** An angry person needs to let off steam and release the anger that may have been brewing for a long time, use your communication skills to allow the person to do this.
- **To get the listener's attention.** An angry person wants to know that you are paying attention, use your body language to show this.
- **To be heard.** An angry person wants someone to listen to their point of view acknowledge the feelings you hear so that the speaker knows you appreciate how angry they are.
- **To be understood.** An angry person wants someone to appreciate how they feel. Try to empathise with their experience so that they feel you understand the situation, and acknowledge their right to feel the way they do.

When you're listening to an angry person:

- **Be attentive and patient.** Keep in mind that they will become less angry as you let them express their self.
- **Be sincere.** Empathy and validation must be both honest and genuine.
- **Be calm.** Try to remove your own emotions from the discussion. Remember that an angry person may say inflammatory things in the heat of the moment, but you do not have to react angrily

*\* Please Note all staff will be regularly trained in conflict resolution and assessed through role play exercises*

### **(13) Preventing Underage Drinking**

#### **Obligations on alcohol Licensees, staff and members of the public**

A maximum court imposed fine of \$11,000 and / or 12 months imprisonment or an on-the-spot penalty of \$1,100, applies for the following five offences

- \* Selling alcohol to minors
- \* Supplying alcohol to minors on licensed premises
- \* Supply alcohol to minors on other premises
- \* Obtaining alcohol for minors from licensed premises
- \* Allowing alcohol to be sold or supplied to minors on licensed premises

#### **Minors cannot obtain, consume or carry away alcohol from licensed premises**

- \* Person must not send, order or request a minor to obtain alcohol
- \* Responsible adult not to allow minor to consume alcohol on licensed premises
- \* Licensee not to allow minors to sell or supply alcohol on licensed premises

These offences also incur a "Strike" against the licence. Three Strikes can lead to the licence being cancelled. Due to its seriousness, if the Licensee or a staff member commits one of the above offences in relation to a minor, it will lead to the person's summary dismissal.

#### **Minors on licensed premises**

The Park Beach Hotel has both restricted and authorised areas as shown on the floor plan contained at page 9. Minors must remain in authorised areas, in the immediate company of the minor's parent or legal guardian at all times. Minors must not be left unaccompanied, under any circumstances.

The following checks are in place to prevent underage drinking

- \* Proof of age ID checks are in place in the venue
- \* Staff check ID for all patrons that look 25 years or younger
- \* Staff are trained in ID checking procedures
- \* ID checking devices are in place
- \* Restricted Area signs are on display at all entrances
- \* Signs about the secondary supply offence are displayed in all bars
- \* Staff are trained to recognise situations when second parties may be supplying liquor to minors
- \* Procedures are in place to help staff deal with suspected second party supply incidents

## (14) Checking Proof of Age ID

\* It is the responsibility of every staff member at the Park Beach Hotel to ensure that we are not breaking the law by allowing under age drinking on our premises.

\* Pay particular attention when working on the floor as an under age person will rarely come to the bar. Don't assume that because they got passed the door security they must be over age. It is in your best interest that we keep the hotel free of under age drinkers.

\* If in doubt, always check. It is better to be over cautious than to break the law and place the trading licence of our hotel in jeopardy.

Type of ID	Location	Action	Procedure
No ID	Entrance	Refuse Entry	Staff are to check ID for all patrons that look 25 years or younger
	On Premise	Removal Person	Staff are to check ID for all patrons that look 25 years or younger Bar and Floor staff are to contact the duty manager immediately
	Service Point	Refuse Service Removal Person	Staff are to check ID for all patrons that look 25 years or younger Bar and Floor staff are to contact the area manager immediately
Fake / Altered		Refuse Entry Refuse Service Removal Person	Things to look for with fake or doctored IDs <ul style="list-style-type: none"> <li>* Bubbly laminate</li> <li>* Course edge of the license – where the laminate joins the original</li> <li>* The 'sheen' of the license – laminate is usually duller</li> <li>* Date font – usually slightly bolder</li> <li>* Imbedded counterfeit measures – Black Light</li> <li>* Any other obvious signs of Doctoring</li> </ul> Removal of the person from the Premises by Security or Manager Recorded in the Incident Register
False ID	All Areas	Refuse Entry Refuse Service Removal Person	Procedures for verifying a persons ID is theirs <ul style="list-style-type: none"> <li>* Question the person – name, address, birth date, star sign</li> <li>* Ask for another form of ID – bank card</li> <li>* Check the photo carefully</li> </ul> Removal of the person from the Premises by Security or Manager Recorded in the Incident Register

**The only proof of age we will accept is a Current Photo Drivers Licence, Passport or NSW Birth Card**

**Any other form of Identification (or no identification) should be passed onto the duty manager for final verification**



## (15) Procedures With Suspected Second Party Supply Incidents

Incident	Responsibility	Action	Procedure
Minors in a Restricted Area	All Staff	Refuse Service Removal Person Removal Minor	If there is suspected second party supply this is to be discussed with the parent or guardian by the Duty Manager Removal of the person and minor from the premises by Security or Manager Recorded in the Incident Register

### F) LIQUOR PROMOTIONS

Alcohol must always be sold, supplied and consumed responsibly. As a key obligation under this requirement, all staff must run liquor promotions in accordance with the OLGR *Liquor Promotion Guidelines, July 2013 Edition*, as contained in Part 8.

#### (1) Undesirable Promotions on Liquor

1. The promotion is likely to have a special appeal to minors because of the use of designs, names, motifs or characters in the promotion that are, or are likely to be, attractive to minors.
2. The promotion is indecent or offensive.
3. The promotion involves the provision of liquor in non-standard measures or the use of emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication.
4. The promotion should not use emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication.
5. The promotion should not involve the provision of free drinks, or extreme discounts or discounts of a limited duration, that creates an incentive for patrons to consume liquor more rapidly than they otherwise might.
6. The promotion otherwise encourages irresponsible, rapid or excessive consumption of liquor.
7. The promotion should not be otherwise considered to not be in the public interest.

## (2) Current Liquor Promotions

Promotion	Where	When	Procedure
Local Beer House Wine Happy Hour	Entire Hotel	Mon – Fri 4pm – 6pm	Patrons may not 'stockpile' drinks – monitored and enforced by duty Manager Intoxication policies and procedures apply
Local Beer Punters club discount	Entire Hotel, Platinum members card holders only	Saturday 1:30pm-17:00pm	Patrons may not 'stockpile' drinks – monitored and enforced by duty Manager Intoxication policies and procedures apply
Food promotions	Entire Hotel	2 for 1 Pizzas	All food promos are available after 5pm. They are available to any patron and no drink purchase is required to get this deal.

**A comprehensive guide to liquor promotions and risk assessment as produced by the OLGR on July 2013 is contain in Part 8**

## **PART 3 – PATRON EDUCATION AND AWARENESS**

### **(1) UNDERAGE DRINKING**

- Required Legal Signage
- Explanation and Direction from Staff

### **(2) RESPONSIBLE CONSUMPTION OF ALCOHOL**

- Required Legal Signage
- Bathroom advertising campaigns
- Explanation and Direction from Staff

### **(3) FAILURE TO LEAVE PREMISES**

- Required Legal Signage
- Bathroom advertising campaigns
- Explanation and Direction from Staff

### **(4) SAFE TRANSPORT**

- Explanation and Direction from Staff

### **(5) DRINK SPIKING**

- Bathroom advertising campaigns
- Explanation and Direction from Staff

## PART 4 – SECURITY AND SAFETY / AMENITY OF THE NEIGHBOUHOOD

### A) Venue Security Patrols

#### NAME OF SECURITY COMPANY

Name Secure Onsite Protection  
License Number 000100634  
Principle Contact Kalolo Tua (Karlos)  
Telephone Contact 0423 501 165

Email [secureonsite.protection@hotmail.com](mailto:secureonsite.protection@hotmail.com)

#### AREAS SERVICED

Area	Minimum Safe Levels	Day & Times	How is security deployed
Entrance	Not Applicable	See roster below	Busy nights minimum of (1) Door Security at the main entrances
Hotel internal	1 to 100	See roster below	Busy nights minimum of 1 security in each bar area
RSA Marshalls	Not Applicable	See roster below	1 RSA Marshall on major events
Local Vicinity	Not Applicable	See roster below	Guards will perform a perimeter check of the venue and surrounds at least once per hour At close at least 1 guard will monitor the street and neighbourhood until such a time that the area is free of people, quiet and clean.

#### SECURITY ROSTER 2018

Security Hours	Monday – Thursday	06.00pm – Close	Nil – Unless required
	Friday –	06.00pm – Close	2 guards staggered
	Saturday	06.00pm - Close	2 guards staggered
	Sunday	04.00pm - close	4 guards + staggered



## B) Closed Circuit TV

Park Beach Hotel maintains a CCTV system on the premise that complies with the following requirements:

- It operates continuously
- It must record in digital format
- Must specify the time and date of the image
- The system covers all entry and exit points, the footpath immediately adjacent to the hotel and all publicly accessible areas (other than toilets).
- The data is available for a minimum of 30 days
- All management are trained in operating the CCTV system
- Provide any recordings to police or liquor inspector within 24 hours of request

System	License Conditions	Comments	Cameras
1 43 Camera's	Not Applicable	For security reasons, the position of security cameras are not marked on any plan accompanying this AMOR	For security reasons, the position of security cameras are not marked on any plan accompanying this AMOR
2 14 Camera's	Not Applicable	For security reasons, the position of security cameras are not marked on any plan accompanying this AMOR	For security reasons, the position of security cameras are not marked on any plan accompanying this AMOR

### **Please note**

- Instructions for burning footage onto either disc or stick are located next to the systems.
- All relevant footage should be saved onto a USB stick and then onto external hard drive on office pc.

## C) Public Entertainment

Area	Capacity	Type	When	Sound Monitoring
Beer Garden	No Formal Capacity. Venue management monitors as numbers reach 800 in beergarden and sportsbar	DJ's Bands	Friday, Saturday, and Sundays, as well as occasional special events	See below for license conditions for sound monitoring

### Noise Monitoring:

1. The Licensee or Duty Manager present shall ensure that noise from patrons and amplified music emitted from the hotel shall comply with the following LAB Standard Noise criteria:
  - (a) The L10 noise level emitted from the licensed premises shall not exceed 5dB above the background (L90) noise level in any Octave Band Centre Frequency (31.5 kHz to 8 kHz inclusive) between the hours of 7.00am to 12.00 midnight when assessed at the nearest affected residential boundary. The background noise level shall be measured in the absence of noise emitted from the licensed premises.
  - (b) The LA10 noise level emitted from the licensed premises shall not exceed the background (LA90) noise level in any Octave Band Centre Frequency (31.5 kHz to 8 kHz inclusive) between the hours of 12.00 midnight to 7.00am when assessed at any affected residential boundary. The background noise level shall be measured in the absence of noise emitted from the licensed premises.
  - (c) Notwithstanding compliance with the above clauses, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours 12.00 midnight to 7.00am.
2. Also the Licensee and Duty Manager present shall ensure:

- (a) That noise and vibration from the use and operation of any plant and equipment and/or building services associated with the premises shall not give rise to "offensive noise" as defined under the Protection of the Environment Operation Act, 1997.
  - (b) That the use of the premises shall not give rise to:
    - (i) transmission of 'offensive noise' to any place of different occupancy; and
    - (ii) a sound pressure level at any affected premises that exceeds the background (LA90) noise level in the absence of the noise under consideration by more than 5dB(A). The source noise level shall be assessed as an LAeq, 15min and adjusted in accordance with EPA guidelines for tonality, frequency weighting, impulsive characteristics, fluctuations and temporal content; and
    - (iii) a sound pressure level at any affected premises that exceeds the recommended planning levels outlined in the NSW, EPA Industrial Noise Policy.
3. To achieve the above, while entertainment is being provided, the Licensee or Duty Manager present shall make periodic checks using a hand-held noise monitor device, as approved by the Hotel's acoustic consultant.



## E) Anti – Social / Violent Behaviour in the Vicinity of the Venue

Maintaining contact with neighbouring residents will help to identify any problems before they escalate. When issues do arise, it is important they are dealt with quickly and in a way that benefits both parties.

*\* Please note that local police or council in representation of a local resident may bring up a complaint or concern*

### 1) Procedure for Dealing with Complaints or Concerns

#### Consumer complaints

It is advisable that the Licensee or a Duty Manager deals with these. They are more experienced than the Bar Staff to deal with these complaints. Bar staff dealing with complaints is time consuming and takes them away from their main priority of service.

- 1) Listen to their problem
- 2) Express empathy – avoid argument
- 3) Take action by having the Licensee or Duty Manager deal with the customer complaint.

#### Resident or Authority Complaints

Complaint	Who	Responsibility	Action
Phone	Resident or Authority	Licensee or a Duty Manager	<ul style="list-style-type: none"><li>* Always be extremely polite and respectful</li><li>* In regard to residential noise complaints - Inform the person that you will <u>immediately</u> check the noise level outside the hotel and make all necessary adjustments to the volume.</li><li>* In regard to an authority follow their direction</li><li>* Record all available information in the Managers Incident Book</li><li>* Immediately report to the General Manager</li></ul>
In Person	Resident or Authority	Licensee or a Duty Manager	<ul style="list-style-type: none"><li>* Always be extremely polite and respectful</li><li>* In regard to residential noise complaints - Inform the person that you will <u>immediately</u> check the noise level outside the hotel and make all necessary adjustments to the volume.</li><li>* In regard to an authority follow their direction</li><li>* Record all available information in the Managers Incident Book</li><li>* Immediately report to the General Manager</li></ul>
Letter / Email	Resident or Authority	Licensee	<ul style="list-style-type: none"><li>* The Licensee will respond to all letters or email complaints</li><li>* Print a copy of email and paste into the Managers Incident Book</li><li>* Immediately report to the General Manager</li></ul>



## PART 5 - STAFF TRAINING

The Park Beach Hotel is committed to ongoing training of staff to ensure everyone is kept updated on RSA, RCG, new information about liquor laws, venue initiatives, and venue operating procedures. These meetings are also to encourage the exchange of ideas between venue management and staff.

### A) All New Bar, Gaming and Glassy Staff Members

#### Complete - Staff Induction and Training Procedure

- (1) Initial Screening
  - Includes RSA and/or RCG certificates/competency card
- (2) Trial Shift under supervision
  - Includes ability to identify, refuse and remove intoxicated patrons
- (3) Management Appraisal
- (4) Paperwork Forms
  - Tax Declaration
  - Superannuation
  - Banking details and 'Time Target' authorisation
  - Visa check if applicable
  - Wrist band & Uniform
- (5) Induction
  - Induction - Alcohol Management and Operations Register
  - Induction - Hotel Procedures and Policies
  - Occupational Health & Safety briefing including Health Questionnaire
  - Austrac Venue Training
- (6) Practical Bar
  - Beer
  - Spirits
  - Wine
  - Cocktails
  - Tills

## **B) All New Contracted Security Staff**

- (1) Initial Screening
  - Includes RSA certificate/competency card
- (2) Trial Shift under supervision
  - Includes ability to identify, refuse and remove intoxicated patrons
  - Includes ability to interact with patrons
- (3) Security Supervisor and Management Appraisal / Score
- (4) Induction
  - Read and sign Security (Door) Policy
  - Induction - Alcohol Management Operations Register
  - Induction - Security Procedures and Policies

## **C) Daily Briefing of Staff**

- The Licensee or Duty Manager will brief all security supervisors and assistant managers at the beginning of every Friday, Saturday, Public Holidays and any other busy night
  - Reminders of identifying, refusal and removal of approaching or intoxicated patrons
  - Procedural or Policy changes
  - Hotel events or promotions
  - Risk assessment for the possibility of intoxication
  - Instruction on local events and potential effects
- Security supervisors and assistant managers will forward the brief onto all security and hotel staff as they arrive for their shift
- At the end of the every Friday, Saturday, Public Holidays and any other busy night the Venue Licensee or Manager will discuss and review the nights incidents and events to assess the effectiveness of hotel procedures, policies and training
- Assistant managers and security supervisors when on the floor are to instruct as well as proactively observe and assess the ability of staff to identify, refuse and remove patrons who are approaching or are intoxicated, as well as underage, anti-social or violent behavior.
- All staff memos are to contain in the footer a notation on Intoxication or Approaching Intoxication either  
**Identifying, Refusal, Removal, House Policy or Legal definition**
- For 1 week in every 2 months the staff sign on screen is to display a message on Intoxication or Approaching Intoxication either  
**Identifying, Refusal, Removal, House Policy or Legal definition**

## **D) Staff Meetings**

Formal staff meetings will be conducted about every 3 to 4 months for all Glassy, Bar and Gaming Staff and will generally include but are not limited to, discussions on:

- New Procedures or Policies
- Upcoming Events or Promotions
- Sexual Harassment and Anti-Discrimination
- Austrac Venue Training
- WHS
- Local Liquor Accord Initiatives
- Legislation changes
- Preventing Intoxication
- Identifying, Refusal and Removal of patrons approaching or intoxicated
- Identifying, Refusal and Removal of underage, antisocial or violent patrons
- Conflict Management - Discussion of policies
- Bar Skills
- Written Testing

## **E) Staff Access Material**

All staff have access to the following reference material

- WHS Act and Regulations
- Liquor Act and Regulations
- Gaming Act and Regulations
- AMOR
- OLGR - Website
- OLGR Fact Sheets
  - Drink Spiking
  - Disturbance and Complaints
  - Self – Exclusion

- Glassing
- Harm Minimisation Gaming
- Intoxication Guidelines
- Liquor Accords
- Liquor Promotions Guidelines
- Public Entertainment
- Safer Nights Out
- Underage Drinking
- Safe Guarding your Handbag
- HIGA Award
- Fair Work Information Sheet
- Solotel Hotels Policies
  - Austrac
  - Drug
  - IT
  - WHS
  - Sexual Harassment
  - Anti-Discrimination
  - Venue
  - Responsible Service of Alcohol
  - Security policy

## **F) Staff External Training and Courses\***

The Hotel will offer courses throughout the year – these may be either compulsory or voluntary, as decided by Management

*\* Please note a log of completed staff training will be kept at the venue.*



## PART 6 - TRANSPORT

### 1) CAR PARKING AREAS

There is limited on-site carparking at the Hotel. Street parking is available in the surrounding streets. The Hotel's car park is for use by patrons and staff free of charge.

### 2) SAFE TRANSPORT OPTIONS

Type	Operated By	Operation Hours	Nearest Pick up	Service Areas
Courtesy Bus	Hotel	Wed-Sunday and all other times depending on staffing	Must be boarded from rear entry only	5km Radius, generally opal cove in the north, spagnolos road in the west, and SCU in the south. Other area's possible via arrangement with management
Taxi/Go Buggy		All	Can be called by Hotel (free of charge) or met at taxi rank on ocean parade	All

Late night transport options will be known by security personnel and management to communicate to patrons as required.

## PART 7 – WORKING WITH LOCAL STAKEHOLDERS

### A) Key Contacts

	Name	Telephone	Email
Licensing Police	Bob White Ben Cruickshank	02 6691 0799	cclicensing@police.nsw.gov.au
OLGR		9995 0333	info@olgr.nsw.gov.au
Local Council	Sydney City Council		

### B) Local Liquor Accord

Name	Coffs Harbour Liquor Accord	
Accord Coordinator	Name	Debbie Baldwin
	Phone	
	Mobile	
	Fax	
	E-mail	<a href="mailto:secretary@coffsharbourliquoraccord.com.au">secretary@coffsharbourliquoraccord.com.au</a>

## PART 8 - SOURCE MATERIALS

A) Key Liquor Licence Details document for Park Beach Hotel, Hotel Licence No. LIQH400105509

B) Crime Scene Preservation Guidelines

C) Liquor Promotion Guidelines – July 2013

D) Statutory Conditions for a Hotel Licence – April 2013

E) Intoxication Guidelines – March 2015

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## **ANNEXURE “H” – Fundraising Contributions**

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### **HEART OF THE COMMUNITY**

#### **DEMONSTRATES THE PROFILE THAT WAS ACHIEVED THROUGH COMMUNITY WORK I.E. (CORRESPONDENCE TO LOCAL NEWSPAPERS, MEMBERS OF PARLIAMENT, LOCAL COUNCILS ETC)**

See attached.

#### **FUNDS COLLECTED FOR THE COMMUNITY I.E. (AMOUNT RAISED)**

##### **HOEY MOEY:**

- Coffs Coast Tigers Football Club \$1000
- Camp Quality Limited \$600
- Major Sponsor Coffs Harbour Basketball Association \$9000
- Major Sponsor Coffs Harbour Boardriders \$3500
- Coffs Harbour Oz Grom Cup \$1500
- Coffs Harbour Cycle Club \$250
- Major Sponsor Coffs Harbour Motorcycle Club - Stadium MX \$3000
- Pink Silks Perpetual Trust \$2340
- Hockey Coffs Coast Incorporated \$500
- Hockey World Masters \$500
- Coffs Harbour Buskers Festival \$2500
- Coffs Harbour Racing Club Sportsmans Breakfast \$600
- Northcoast Football Club \$1200
- Coffs Harbour Surf Life Saving Club \$600
- Northcoast Surfboat Series \$3000
- Sawtell Rusty Panthers - Gold Coast NRL Masters \$500
- Surfing NSW \$4000
- Major Sponsor Coffs Harbour Comets Rugby League Club + Group 2 Rugby League \$9000
- Coffs Coast 9's Rugby League \$2300
- Coffs Harbour Comets Resrve Grade \$3000
- UGLY Bartender Leukemia Foundation \$1500

**TOTAL = \$50,390**