
Local Impact Assessment Class 1 Application

Flemington Hotel

195 Parramatta Road

Homebush West NSW 2140

April 2019

PREPARED BY:
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Liquor & Gaming Specialists

EXECUTIVE SUMMARY

1. INTRODUCTION

This document is a Local Impact Assessment Class 1 to accompany a threshold increase application made for the approval of a 'low range' gaming machine threshold increase of 20 in relation to Flemington Hotel (the "Venue"), situated at Rear 195 Parramatta Road, Homebush West.

The proposed licensed premises is intending to operate between 10.00 am until 12.00 midnight

The Venue is in the Homebush SA2 in which there are three other hotels and one club.

The SA2 had a population of 16,211 at the 2016 census.

2. RESPONSIBLE GAMBLING MEASURES

Chapter 3 of this Report details the mandatory and any additional responsible conduct of gambling measures to be put in place by the Applicant at the Venue.

3. LOCAL COMMUNITY

The local community is the Homebush SA2. Chapter 3 provides a demographic description of the area and local community. **Attachment "A"** is a copy of a map of the SA2.

It is expected that the majority of patrons of the Venue will be a mixture of residents of the Flemington/Homebush West and surrounding suburbs together with employees and visitors who use the Flemington area in conjunction with travelers who will be utilizing the four floors of short-term accommodation offered as part of this proposal.

4. POSITIVE CONTRIBUTION

Chapter 4 of this Report details the benefits that the Venue will provide to the local community if the application be approved.

5. CONCLUSION

Given the satisfaction of the requirements of the Gaming Machines Act 2001 (the "Act"), and the associated Gaming Machines Regulation 2010 (the "Regulation") through the proposed conduct of gaming machine operation at the Venue in a responsible manner, along with the evidence of a positive contribution to the local community, it is the Applicant's belief that this LIA meets the requirements of the legislation.

1. DETAILS OF THE VENUE

- 1.1. The site on which the Venue will stand is situated at Rear, 195 Parramatta Road, Homebush West.
- 1.2. The Venue will be constructed and fitted out as a modern hotel which offers dining, sports bar, lounge areas and incorporates gaming together with 4 floors of short-term accommodation comprising of 152 rooms.
- 1.3. The Venue will be a family-friendly venue that welcomes and caters to the needs of the local community together with persons utilising the accommodation. A minors area authorisation is also being applied for.
- 1.4. The Venue has a patron capacity of 350 persons for the bar/gaming areas (and exclusive of the accommodation rooms that are included within the licensed area).
- 1.5. The gross floor area of the Venue well exceeds 400 square metres. The area to be set aside for gaming is shown on a plan (**attachment "B"**). Gaming facilities will be ancillary to the other services to be on offer at the Venue.
- 1.6. The facilities to be provided at the Venue consist of the following:-
 - Dining area
 - Sports bar
 - Lounge area
 - Gaming area
 - Fully equipped commercial kitchen, cool room and other storage and back-of-house areas
 - Four floors of short-term accommodation comprising 152 rooms.
- 1.7. A menu is yet to be finalized. The menu will offer a range of meals at reasonable prices, including a children's menu. It is proposed that meals will be available and open until only a short time prior to the closing time of the Venue. A bar menu will be available from those times when the kitchen is closed for substantial meals and until closing. Accordingly, food that is commensurate to the responsible consumption of liquor will be available at all times the proposed licensed premises are trading.
- 1.8. The Venue's current gaming machine threshold is zero and it is seeking a gaming machine threshold of 20.
- 1.9. The trading hours being sought are 10.00 am until 12.00 midnight, Monday to Saturday and 10.00 am until 10.00 pm, Sunday.
- 1.10. In accordance with clause 38 of the Regulation, attached and marked "**D**" is a copy of a map showing the location of the Venue and the location of any school, place of worship and or hospital within 200 metres of the Venue.

2. HARM MINIMISATION AND RESPONSIBLE GAMBLING MEASURES

- 2.1. The harm minimisation strategies which the Venue intends to implement include all those required by legislation.

2.2. Gaming will be provided within a designated gaming room within the Venue.

2.3. The gaming room will comply with Clause 8 of the Regulations in that:-

- (a) It will be located in a "bar area" of the Venue (and will not be located in an area in which a minor's area authorisation or minors functions authorisation is in force);
- (b) The gaming room will be physically separated from the general bar area by permanent opaque walls;
- (c) Patrons will not be compelled to pass through the gaming room in order to enter or leave the Venue or to gain access to another part of the Venue;
- (d) Entry will be provided free of charge;
- (e) The gaming machines will be situated so that they cannot be seen from any place outside the Venue;
- (f) All machines will be suitably spaced to facilitate access;
- (g) The gaming room will be monitored by a gaming room supervisor, as well as by electronic means (CCTV) at all times;
- (h) There will be a door way or space that provides reasonable access to at least one operating bar and one toilet for each gender, without the need for patrons to go out onto the street or outside the Venue; and
- (i) The gaming room cannot be accessed directly from a public street.

2.4. Other requirements of the Act and Regulations will be complied with, in that:-

- (a) All staff involved in gaming duties will hold a current and approved responsible conduct of gaming (RCG) competency card (or interim certificates). Copies of competency cards (or interim certificates) are kept by each staff member when working at the Venue and will be available for inspection;
- (b) The Venue will make arrangements through AHA for the provision of gambling counselling;
- (c) The Venue will participate in the GameCare AHA Gaming self-exclusion scheme and policy;
- (d) Staff will be trained in the requirements of the self-exclusion scheme and associated referral process;
- (e) All statutory signage will be prominently displayed throughout the gaming room;
- (f) Pamphlets informing patrons of the dangers of problem gambling and of the availability of counselling and the self-exclusion scheme will be displayed within the Venue in a number of community languages;

- (g) The Venue's automatic telling machine (ATM) is located outside the gaming room. Patrons not permitted to make withdrawals on credit;
 - (h) There are no advertising or promotions of the availability of gaming machines conducted at the Venue;
 - (i) A clock will be present and visible to all patrons within the gaming room;
 - (j) The Venue will not accept third party cheques or the cashing of cheques by patrons;
 - (k) There will be a limit of \$5,000 on cash payment for winnings;
 - (l) Minors will not be permitted entry to the gaming room;
 - (m) Consumer information on the chance of winning maximum prizes and jackpots will be made available in the gaming area;
 - (n) The Venue will not publish any gaming machine advertising;
 - (o) All gambling-related signs will be situated within the Venue and are not visible from the exterior of the Venue; and
 - (p) Inducements will not be offered at the Venue for the use of the gaming machines.
- 2.5. Additional harm minimization measures will be implemented at the Venue in respect of responsible conduct of gambling by the Venue's licensee and all staff involved in the operation of the gaming machines. These staff members will be undertaking an online training course conducted by Victorian Responsible Gambling Foundation. This course includes reference to a 30-item checklist for use by staff members to recognize patrons exhibiting problem gambling tendencies.
- 2.6. At all times the gaming room is operated, the Venue will engage a Gaming Room Attendant who is present to provide direct supervision of this area. The presence of the Gaming Room Attendant will allow management to make early detection of any possible signs of problem gambling being experienced at the Venue.
- 2.7. It is proposed that the Venue will be operated in accordance with a detailed Venue Plan of Management. **Attached** and marked "**C**" is a copy of the same.

3. LOCAL COMMUNITY

- 3.1. The local community is the Homebush SA2.
- 3.2. It is expected that the majority of patrons of the Venue will be a mixture of residents of the Flemington/Homebush West and surrounding suburbs together with employees and visitors who use the Flemington area in conjunction with travellers who will be utilising the four floors of short-term accommodation offered as part of this proposal.

4. DEMOGRAPHY

- 4.1. In 2016, the Homebush SA2 had a population of 16,211¹ within an area of 3.84 km².
- 4.2. The relevant demographic information is set out below:
- 52.8% of the population is male.
 - 47.2% of the population is female.
 - Only 0.2% of the population is of Aboriginal and/or Torres Strait Islander descent. This is a low Aboriginal and Torres Strait Islander population, when compared to the State average of 2.9%.
- 4.3. It is evident from the ABS statistics 2016 for the SA2 that the residents of the SA2 are well educated with 40.2% of the population achieving a bachelor degree level and above, compared to the State average of 23.4%.
- 4.4. The most common occupations in the Homebush SA2 included professionals at 29.7%. This number is higher than the State average of 23.6% and the national average of 22.2%.
- 4.5. 26.1% of the population were born in Australia compared to 65.5% in NSW. It had a high percentage of persons where both parents were born overseas (78.2%) compared to that of NSW (37%).
- 4.6. The median weekly personal income in the SA2 was \$703 compared to \$664 in NSW. Median weekly household income was \$1,719 compared to \$1,486 in NSW. In the SA2, 14.5% of households reported gross weekly incomes of less than \$650 whereas, in NSW, the figure was 19.7%.
- 4.7. In the SA2, 61.2% of the labour force over the age of 15 reported working full-time and 26.3% part-time. The comparable figures for NSW were 59.2% and 29.7%.
- 4.8. The Census population and housing: Socio-Economic Indexes for Areas (SEIFA), Australia 2016 discloses the following scores in the SA2:

INDICATOR	HOME BUSH SA2 SCORE	HOME BUSH SA2 DECILE
IRSEAD	1047	8
IRSED	1014	6
IER	926	2
IEO	1072	8

- 4.9. Overall, the demographic profile that emerges of the local community is a population that is well-educated and with a higher proportion in professional occupations.

5. COMMUNITY BENEFITS

- 5.1. The proposed venue is located adjacent to the Sydney Olympic Park Precinct to provide accommodation to persons using this precinct as well as serving Western Sydney. Sydney Olympic Park contains new premier sporting facilities together with a number of large corporate offices. The proposed venue will be centrally located within the City basin and will be convenient to all travelers around that area.

¹ 2016 Census QuickStats: Homebush SA2

- 5.2. The proposed licensed premises will provide substantial public benefits to the residents and business owners of the Homebush West area which include, but are not limited to, the following:
- (a) The Venue will provide a much-needed accommodation hotel facility for the Homebush West area particularly taking into consideration its proximity to the Olympic Park site.
 - (b) The proposed licensed premises will provide a well-appointed modern hotel venue featuring a bar, dining and ancillary gaming.
 - (c) The Homebush SA2 has a higher-than-average proportion of families with children (48.8% compared to NSW 45.7%). The family-friendly character of the proposed licensed premises will meet the needs of the suburb's specific demographic makeup.
- 5.3. The Act requires that, if a hotel is required to make a financial contribution in order to satisfy the Authority that the gaming machine threshold sought will make a positive contribution to the community, the Venue must make that contribution to the Responsible Gaming Fund.
- 5.4. The applicant proposes to pay a positive contribution amount of \$1,000,000, to be paid in annual instalments over 5 years into the Responsible Gambling Fund, pursuant to sec.36A of the Gaming Machines Act 2001 and sec. 115B of the Casino Control Act 1982. That amount has been calculated having regard, among other things, to the formula set out in the LIA Guidelines published by Liquor & Gaming NSW.

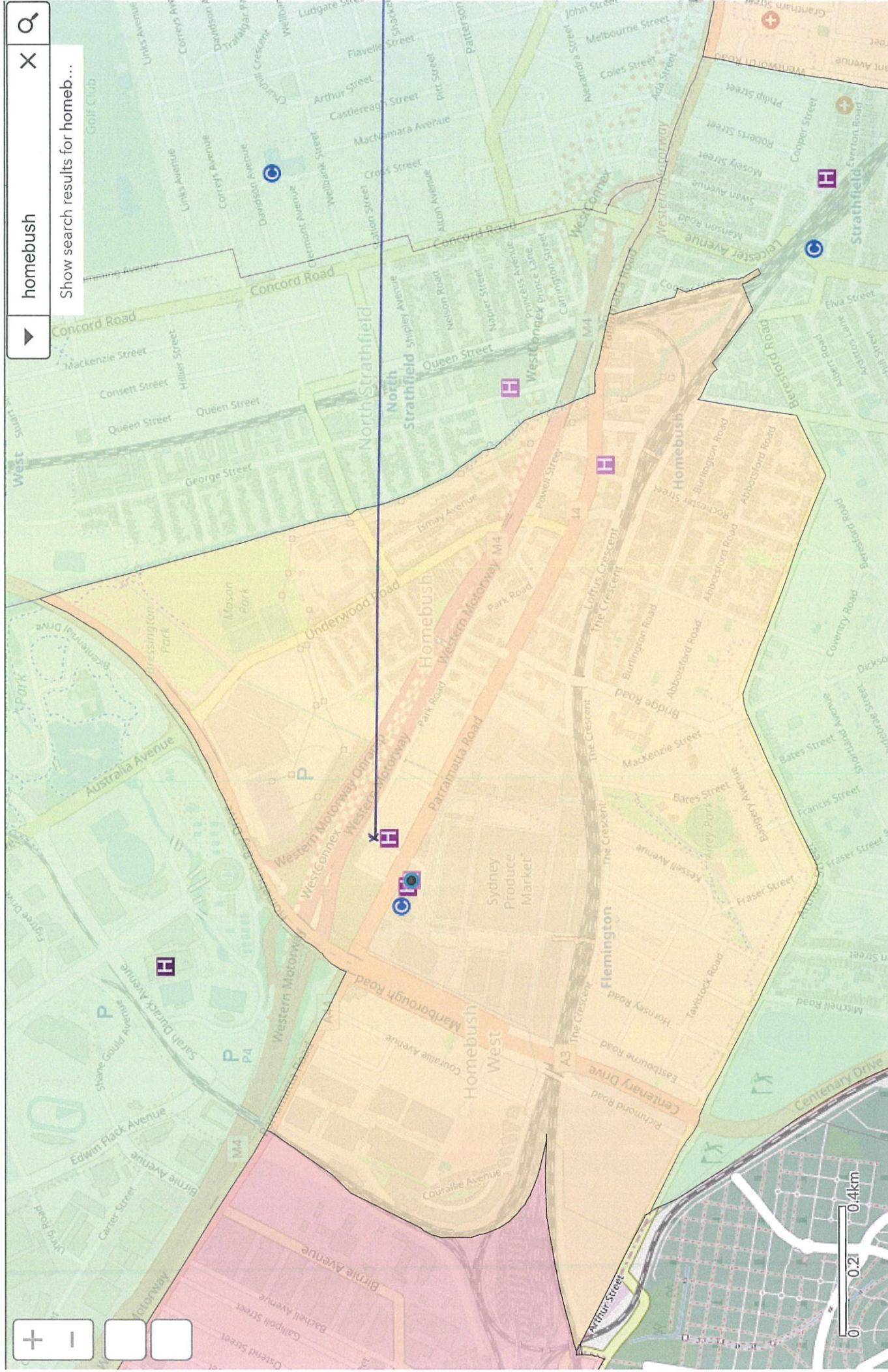
6. CONCLUSION

- 6.1. This LIA, pursuant to Clause 37 of the Gaming Machines Amendment Regulation 2009, defines the Applicant's local community, details the positive contribution that the Applicant will provide to the local community if the application is approved and details the harm minimisation and responsible gambling measures that will be put in place at the Venue.
- 6.2. The Applicant will operate gaming machines at the Venue in compliance with mandated legislative requirements and will operate a best-practice style of interventions and procedures.
- 6.3. The Applicant submits that this LIA complies with the requirements of the Act, Regulation and Guidelines, has demonstrated that gambling activities will be conducted in a responsible manner and confirms the proposed increase in the GMT from zero to 20 will provide a positive contribution towards the local community.

ATTACHMENT

"A"

"A"



ATTACHMENT

“B”

DA NEGOTIATION

1. BUILDING ADDED TO HOUSE, 1950C PARRAMATTA ROAD
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FLEMINGTON ROAD

PARRAMATTA ROAD

PARK ROAD

189 PARRAMATTA ROAD

189 PARRAMATTA ROAD

FLEMINGTON HOTEL
REAL 195 PARRAMATTA ROAD
HOMEBUSH WEST.

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LICENSED AREA.

DEVELOPMENT APPLICATION



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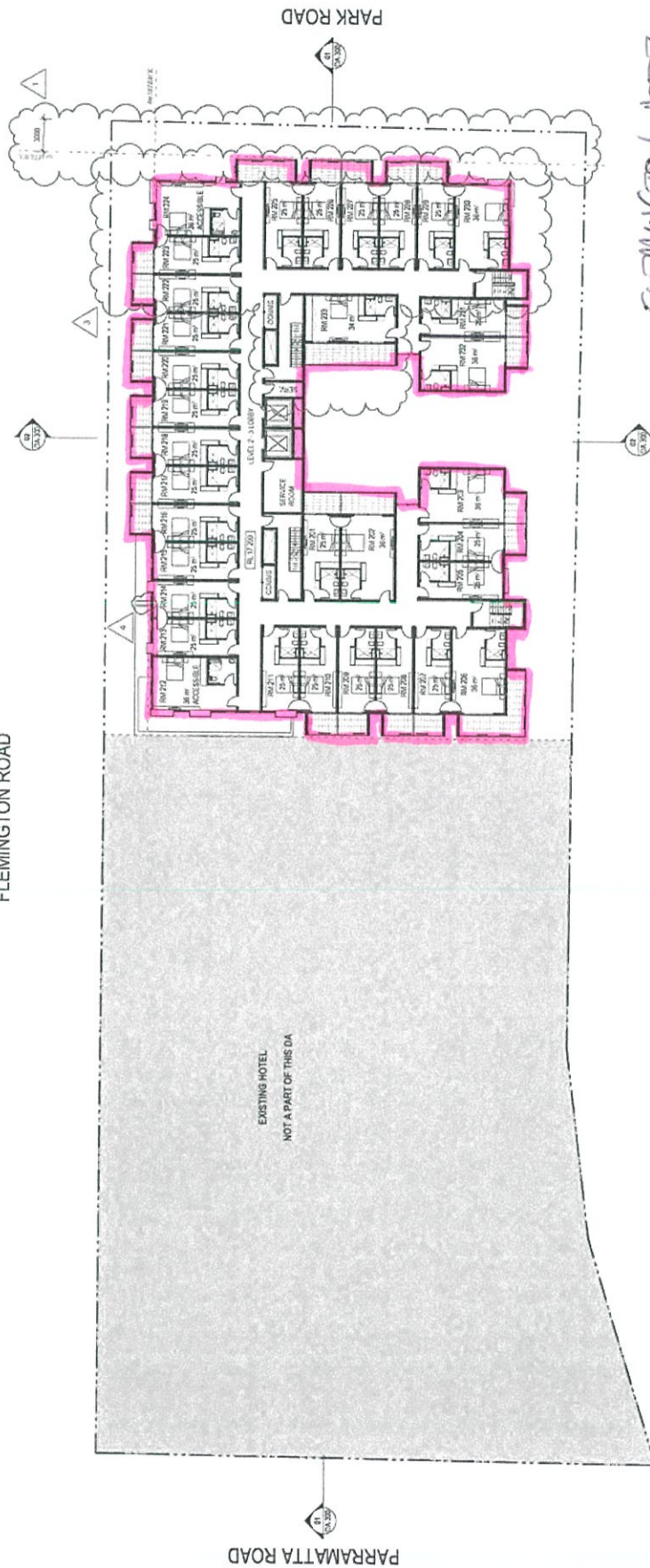
STAFF
 21. **SECRETARY** Mrs. J. M. Smith, 1000 N. 10th St.
 22. **CLERK** Mrs. J. M. Smith, 1000 N. 10th St.
 23. **CLERK** Mrs. J. M. Smith, 1000 N. 10th St.
 24. **CLERK** Mrs. J. M. Smith, 1000 N. 10th St.
 25. **CLERK** Mrs. J. M. Smith, 1000 N. 10th St.

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PAGE 2 of 4

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FLEMINGTON ROAD



FLEMINGTON HOTEL
REAL 195 PARAMATTA ROAD
HOMEBOSCH WEST

LEVEL 2 & 3
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LICENSED AREA

- BOUNDARY OF THE MINKS
ALCA AUTHORITY

DEVELOPMENT
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INTERIOR DESIGNERS
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LEVEL 2 & 3

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DA NEGOTIATION

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3. REMOVAL OF EXISTING EXISTING LEVELS TO PROVIDE PARKING ALONG PARKING
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FLEMINGTON HOTEL
REAL 195 PARAMATTA ROAD
HOMEBUSH WEST

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LICENSED AREA

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DEVELOPMENT APPLICATION

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ATTACHMENT

"C"

195 Parramatta Road, Homebush West Plan of Management

To accompany application for use of the premises as a hotel

On behalf of
Wentworth Freehold Pty Ltd
March 2018




Project Director

Adam Coburn

Contributor

Alan Chen

Revision	Revision Date	Status	Authorised	
			Name	Signature
A	14 March 2018	Review	Adam Coburn	

* This document is for discussion purposes only unless signed and dated by the persons identified. This document has been reviewed by the Project Director.

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1 Introduction

1. The purpose of this Plan of Management (the Plan) is to establish performance criteria for the various aspects of the operation of the hotel. The Plan seeks to demonstrate how the ongoing use of the premises as a hotel will occur, with regard to the relevant matters under the Environmental Planning and Assessment Act 1979, the Liquor Act 2007, and any relevant Regulation under that legislation.
2. All staff involved with the sale or supply of liquor or the provision of security shall be made familiar with this Plan. A copy of this Plan shall be available on site at all times and immediately produced for inspection, upon request by Police or Council officers. Copies of the development consents and the licence will be kept on site and produced upon a request by Police or Council officers.
3. The provisions of this Plan must be adhered to at all times during the execution of the duties of all members of staff and security. Disregarding the provisions of this Plan may lead to on-the-spot dismissal.
4. Reference in this Plan to the Duty Manager is a reference to the senior manager on duty, unless the role of Duty Manager has been delegated by the Licensee to another.
5. An obligation or responsibility under this Plan assigned to a Duty Manager may be undertaken by another member of staff, as delegated by the relevant Manager.
6. For the purpose of the Plan, "the immediate vicinity of the site" shall mean the footpaths adjoining the site on Parramatta Road, Flemington Road and Park Road.
7. Reference to the Licensee shall be deemed to imply reference to the Approved Manager if the Licensee is a corporation.

1.1 The Police and the Community

8. Management procedures and this Plan are to be reviewed regularly to address any on-going matters as they arise. The management team for the hotel is to meet regularly and shall meet with the Licensing Unit of the Flemington Local Area Command for that purpose, as required. Matters to be discussed may range from any recent incidents at or near the hotel to where improvements could be made to security and management procedures.

2 Management Measures

2.1 General Amenity

9. The Licensee shall consider the amenity of neighbours and shall take all reasonable measures to ensure the conduct of the business does not impact adversely on the surrounding area.
10. The Licensee will take all reasonable measures to ensure that the behaviours of staff and patrons when entering or leaving the hotel do not detrimentally affect the amenity of the neighbourhood.
11. The Licensee shall ensure that the hotel is conducted in such a manner as not to interfere with, or materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil, or otherwise.
12. The Licensee shall ensure that the immediate vicinity of the hotel is kept clean and tidy during the hours of operation.

2.2 Responsible Service of Alcohol

13. The ongoing licence attached to the hotel shall be exercised – at all times – in accordance with the provisions of the Liquor Act and Regulation and its conditions;
14. The following operational policies for the Responsible Service of Alcohol shall apply:
 - a. All staff involved in the sale and supply of liquor or security, shall have completed an approved course in the Responsible Service of Alcohol;
 - b. The Licensee will maintain a register, as required by the Liquor Act, containing copies of the certificates showing the satisfactory completion of Responsible Service of Alcohol courses undertaken by the Licensee, all relevant staff and security. That Register shall be made available for inspection on request by a NSW Police Officer or OLGR Special Inspector;
 - c. Notwithstanding (b), all staff holding RSA Competency Cards are required to have those cards on their person at all times when working at the hotel. [Failure to produce RSA Certification at the request of Police or Inspector is an offence under the Liquor Act 2007 with a maximum penalty of \$550 payable by the offender];
 - d. The Licensee shall not permit any liquor promotion that is likely to encourage the irresponsible consumption of liquor;
 - e. Alcohol shall not be served to any person who is intoxicated;
 - f. Any person who is intoxicated shall be denied entry to the hotel;
 - g. All staff and security shall ensure that intoxication or any indecent, violent or quarrelsome conduct by patrons in the hotel is brought to the attention of the Duty Manager. Any person causing such a disturbance shall be refused service and asked to leave the hotel. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the hotel for a period determined by the Licensee;
 - h. Low alcohol beer and non-alcoholic beverages shall be available at all times when full strength liquor is available;
 - i. Free drinking water shall be available at all times when liquor is available; and

- j. Light meals shall be available, on request, whenever liquor is available for consumption in the hotel.

As stipulated in the Liquor Act 2007 under Clause 5, A person is to be considered intoxicated if the person's speech, balance, co-ordination or behaviour is noticeably affected and 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.

2.3 Complaints and the Incident Register

15. The Licensee shall maintain an Incident Register and shall ensure that details of the following are recorded in it:
 - a. Any incident involving violence or anti-social behaviour occurring in the hotel;
 - b. Any incident of which the management is aware, that involves violence or anti- social behaviour occurring close to the hotel and that involves a person who has recently left, or been refused admission to, the hotel;
 - c. Any incident that results in a person being turned out of the hotel under Section 77 of Liquor Act 2007; including:
 - i. For being intoxicated, violent, quarrelsome or disorderly;
 - ii. Whose presence on the licensed premises renders the Licensee liable to a penalty under the Liquor Act, e.g., unaccompanied minors;
 - iii. Who smokes within an area of the hotel that is a smoke-free area; or
 - iv. Who uses, or has in his or her possession, while in the hotel any substance suspected of being a prohibited plant or prohibited drug;
 - d. Any incident that results in a patron of the hotel requiring medical assistance;
 - e. Any incident that occurred either in the hotel or near it, which involved the committing of a crime or required the intervention of security;
 - f. Any complaints made directly to the management or staff of the hotel, by local residents or business people, about the operation of the hotel or the behaviour of its patrons and the response made by the hotel; or
 - g. Any visit by any NSW Police Officer, OLGR Special Inspector or Council Officer noting their agency or department, the reason for the visit and result of the visit.
16. The Incident Register entries are to note under which of the above reasons the entry is being made, including the details of any incidents, what action was taken by staff or security, the level of intoxication of any patron involved and whether the Police were called.
17. The Licensee shall make the Incident Register available to any NSW Police Officer or OLGR Special Inspector on request. NSW Police and OLGR Special Inspectors must be permitted to make copies of the Incident Register or to remove it from the hotel. The Duty Manager must not allow the Register to be removed from the hotel before receiving a receipt for it.

18. The Incident Register is to be reviewed regularly by the Licensee to ensure that complaints, where possible, are being dealt with appropriately and that sufficient details in relation are being recorded about incidents.
19. Persons who wish to make a complaint should contact the publican on (02) (number to be confirmed). That number shall be displayed on a sign at its Flemington Road Street and southern lobby entrances. Calls to this number must be answered at all times when the premises is trading. Any staff member answering such a call must do so in a polite, sympathetic and courteous manner. Where possible, action shall be taken immediately to address the complaint. Follow-up action, including returning the complainant's call to advise him or her about what has been done to address the complaint, shall be undertaken by management within 48 hours of the complaint being made.
20. The following details of any complaint made to the hotel are to be recorded in the Incident Register:
 - a. Date and time when the complaint was received;
 - b. The nature of the complaint;
 - c. Name, address and contact details of the complainant;
 - d. The action proposed to deal with the complaint;
 - e. The action taken;
 - f. The time and date when that action was reported to the complainant;
 - g. Whether or not the action was effective.

2.4 Signage

21. The Licensee shall ensure signage is erected and maintained in a clear and prominent position adjacent to all points of egress, requesting that patrons depart the hotel in a manner respectful of the surrounding area, or wording to that effect.
22. The Licensee shall be responsible to ensure all signage required under the Liquor Act 2007 and the Regulation, is displayed and maintained in a prominent position, in accordance with those legislative requirements; including:
 - a. Signage at the entrance stating the licence name, type of licence, licence number and the name of the Licensee.
 - b. Signage at the entrance stating the times during which liquor is authorised to be sold or supplied on the premises and any other times during which the premises are authorised to be open for business.
 - c. Signage at the entrance to the hotel stating: PERSONS UNDER THE AGE OF 18 YEARS WHO ARE NOT IN THE COMPANY OF A RESPONSIBLE ADULT ARE NOT PERMITTED IN THIS HOTEL BY LAW.
 - d. Signage at any bar area stating: IT IS AGAINST THE LAW TO SELL OR SUPPLY ALCOHOL TO, OR TO OBTAIN ALCOHOL ON BEHALF OF, A PERSON UNDER THE AGE OF 18 YEARS.
23. Signs should be displayed in Chinese, Korean and Arabic in addition to English.

2.5 Waste Management and Deliveries

24. All waste shall be stored in the designated waste storage area until collection day.

25. The Licensee shall continue to ensure adequate receptacles are provided outside the hotel, adjacent to its doorways, to enable patrons to dispose of cigarette butts.
26. The hotel shall be cleaned daily after closing, and more frequently if the need arises.

2.6 Noise Criteria

27. The LA_{10} noise level emitted from the hotel shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz - 8kHz inclusive) by more than 5dB between 7:00am and 12.00 midnight at the boundary of any affected residence.
28. The LA_{10} noise level emitted from the hotel 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.
29. Notwithstanding the above, the hotel's operations must not give rise to "offensive noise" as defined under the Protection of the Environment Operations Act 1997. Here, offensive noise means noise:
 - a. That, by reason of its level, nature, character or quality, or the time at which it is made, or any other circumstances:
 - i. Is harmful to (or is likely to be harmful to) a person who is outside the premises from which it is emitted, or
 - ii. Interferes unreasonably with (or is likely to interfere unreasonably with) the comfort or repose of a person who is outside the premises from which it is emitted, or
 - b. That is of a level, nature, character or quality prescribed by the regulations of the Protection of the Environment Operations Act 1997 or that is made at a time, or in other circumstances, prescribed by the regulations under that Act.
30. Any required noise mitigation measure or noise limiting device must not be altered or modified unless on the advice of or by a qualified acoustic consultant and Council must be given prompt written notification, by the Licensee, of any such changes.

3 Security Measures

3.1 Closed Circuit Television (CCTV)

31. CCTV surveillance cameras shall be strategically installed, operated and maintained throughout the premises with particular coverage of:
 - a. All entrances;
 - b. All areas within the premises accessible to the public (excluding toilets); and
 - c. Areas within a 10m radius outside the entrances.
32. A quality visual monitor shall be installed where it will be clearly visible to bar staff, to display clear, live CCTV footage from all cameras.
33. Quality visual monitors shall be located at the entrances to alert patrons to the use of CCTV facilities.
34. Suitable and clearly visible signage shall be displayed at the entrances to the premises, in lettering not less than 50mm in height, carrying the words "Closed Circuit Television in use on these premises".
35. All CCTV recording equipment and cameras shall be of high grade digital quality capable of identifying patrons, offenders and incidents within the field view of the cameras. In this respect each surveillance camera shall be capable of recording at a minimum rate of 10 frames per second with high resolution.
36. All CCTV recording discs or hard drive recordings shall be retained for 30 days before being re-used, destroyed or deleted. Time and date shall be auto-recorded on discs or hard drives. The CCTV recording equipment shall be capable of reproducing a CD, DVD or other appropriate digital copy of recorded footage at the request of Police Officers either immediately or within 12 hours of the request being made. Copy discs must be handed to Council, Police Officer or Special Inspectors if requested.
37. All CCTV recording devices and cameras shall be checked daily to ensure the equipment is operating correctly. The Licensee shall record this daily checking activity in a security/incident register book that meets the standards required by the Police. If it is discovered at any time that the equipment is not in full operating order all reasonable steps must be taken to repair the system as soon as practicable. Where the system will not be functioning in full operating order for a period longer than 24 hours, the Licensee shall notify the Flemington Local Area Commander of the NSW Police.
38. All CCTV recording devices and cameras shall be operated at all times when the premises are open to the public and for, at least, 30 minutes after closing time.
39. The CCTV recording device shall be located in the office of the premises and only be accessible to the Licensee, Duty Manager or designated staff so as to maintain the integrity of the recorded footage. When the hotel is trading, there must be, at least, one staff member present who is authorised to access the CCTV system to review recordings and to produce copies.
40. Camera views are not to be obstructed by temporary or permanent structures, signage or other impediments.

3.2 Entry Management

41. Patrons appearing to be under the age of 25 years may be required to provide evidence of age before being allowed to enter, or to remain in, the hotel.

4 Responding to Incidents

4.1 Notification to Police

42. Immediately after becoming aware of any incident involving an act of violence causing injury to a person on the premises, the Duty Manager must:
- Provide or arrange for any required first aid;
 - Contact '000' or the Local Area Commander or his/her delegate and report the incident; and
 - Comply with any directions given by the Commander or his/her delegate to preserve or keep intact the area where the violence occurred.

4.2 Crime Scene Preservation Guidelines

43. Unless directed otherwise by the Local Area Commander or his/her delegate upon notification of an incident, the following crime scene preservation guidelines must be observed:
- 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 such 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;
 - 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. Use gloves to stop transference of your DNA or fingerprints if it is necessary to touch any item;
 - Inform Police if any items have been moved at, or removed from, the crime scene. Such 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, weapon 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; and
 - Be prepared to make a statement to Police regarding the incident.
44. Interfering with evidence may constitute an offence, leaving you liable to prosecution or disciplinary action, and/or may result in the closure of the hotel.
45. Details of the incident must be recorded in the hotel's Incident Register.

5 Other Relevant Matters

5.1 Drugs and Drink Spiking

46. If any person is caught dealing, purchasing or consuming drugs in the hotel, that person (or persons) is to be requested to leave immediately. The Duty Manager and Police must be informed of the incident and it is to be recorded in the Incident Register. Ousting from the hotel is the first and only warning which will be given to the person(s) involved. If the same person offends again, that person(s) is to be banned for a period to be determined by the Licensee.
47. Drink spiking is often difficult to detect. Below are some things to look out for and what to do:
 - a. Any occurrences of a person (or persons) escorting an obviously affected and lone person out of the Hotel. Ask questions and engage in conversation with the person escorting the affected patron, asking for his/her name, where they are going, etc. Advise the Duty Manager immediately of any person who elects to remain anonymous;
 - b. An affected person may need medical attention, so ask them. If they are not capable of making that decision, arrange that medical attention;
 - c. An affected person will need to get to a safe place, which may be his or her own or a friend's place. Ensure people who are showing signs of intoxication are looked after by their friends and do not leave them in the company of the person who may have spiked their drink;
 - d. Contact the Police and thoroughly document any such incident in the hotel's Incident Register; and
 - e. Remember the most common drug used for drink spiking is alcohol. Be aware of strange drink orders such as beer and a nip of vodka, double shots in short glasses, etc.

5.2 Fire Safety and Essential Services

48. The Licensee shall ensure that all essential services installed at the hotel are certified annually and shall ensure that they remain in good working order at all times.
49. In the event of any malfunctioning of any essential service, the Licensee shall ensure that it is rectified as quickly as soon as possible.
50. The Licensee shall ensure that lists of the telephone numbers of all relevant emergency agencies shall be kept in the office and behind bar counters where they are readily accessible.
51. All managers and other permanent staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the hotel.

5.3 Amendment to this plan

52. If, in circumstances where better management or improved amenity outcomes can be achieved by amendments to this Plan, such amendments can be made, provided that both the Police and Council agree to those changes in writing and are provided with a copy of the amended Plan.

ATTACHMENT

“D”



Greenwood Homebush – Early
Education Centre

Proposed Licensed Premises