

Fact sheet FS3164

Liquor Plan of Management guidance

If you are applying for a liquor licence you may need a Liquor Plan of Management (LPOM). While some venues have a LPOM condition on their licence, it is not mandatory for all venues. However, it is recommended that all venues have a LPOM, as it can be used to support an application to vary your licence conditions. It can also support any development application for redevelopment or change-of-use as required by local councils.

What is a LPOM?

A LPOM provides a framework for both patrons and staff in understanding the responsible service principles adopted by your venue. It provides guidance to you and your staff on actions that will be taken to ensure compliance with your obligations under the liquor laws and your licence.

You as the manager or licensee of the business must create the LPOM to ensure your business is compliant with the law and to help reduce harm. It will then be up to all staff to ensure this plan is followed at all times.

What to include in your LPOM

A good LPOM is a statement of actions to be taken by your venue and can cover such things as:

- ▲ Not serving minors or intoxicated patrons
- ▲ Not conducting irresponsible alcohol promotions
- ▲ Ensuring quality food is always available
- ▲ Promoting safe transport options to patrons
- ▲ Offering discounted non-alcoholic drinks
- ▲ Your venue's approach to dealing with problem patrons
- ▲ Restricting the types of drinks sold after midnight.

Your LPOM should also include details of how these practices will remain current (including ongoing staff training, and how often the LPOM will be reviewed).

It is important that your LPOM includes what controls are in place to ensure your operations will be run responsibly and does not unduly impact on the quiet and good order of your neighbourhood.

LPOM checklist

The list below will help you:

- ▲ Create your document, and
- ▲ Review and keep it up to date.

LPOM contents

A LPOM should outline what procedures are in place for staff to follow, and how patron safety is maintained.

The contents of your LPOM will vary depending on your type of business, however its primary focus should be on the responsible service of alcohol (RSA). Some key areas you may wish to include are:

- ▲ Policy/procedures regarding RSA – what are the obligations of your staff in serving alcohol
- ▲ Policy/procedures regarding running responsible liquor promotions
- ▲ Policy/procedures to manage intoxication
- ▲ Policy/procedures to manage minors
- ▲ Policy/procedures to ensure the security and safety of customers, staff and your local community, including emergency evacuation
- ▲ Details of security arrangements, if necessary (how many, when, for how long etc)
- ▲ Transport options available to customers and staff, especially for intoxicated customers
- ▲ The principal activity that you will conduct on the premises
- ▲ The provision of food (types, when it will be available etc)

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- ▲ Details of the maximum number of customers permitted on your premises
- ▲ Policies and procedures to manage employees, including details on how staff are trained
- ▲ A waste management plan, including processes for managing litter in and around the business
- ▲ A complaint handling procedure
- ▲ Details of participation in a liquor accord (if applicable)
- ▲ Minimising the impact of amplified/outdoor entertainment on the surrounding locality

LPOM updates

Your LPOM should be updated each time you change your business model and/or liquor licence, e.g. for new licensed outdoor dining. In managing any new areas some key considerations include:

- ▲ If there is no direct line of sight from the indoor service area to the new area, how often will the area be checked and how (e.g. physical inspection or CCTV)
- ▲ How will serving staff keep track of the number of drinks consumed by customers
- ▲ How will noise and disruption to local residents and pedestrians be managed if the new area is outdoor.

Your general licence conditions will also apply to the outdoor dining area.

Note:

Your LPOM **should**:

- ▲ Be dated, and include clear headings and page numbers (eg. 1 of 4)
- ▲ Include the contact details of your local Licensing Police
- ▲ Be easily accessible by staff.

Your LPOM **should not**:

- ▲ Include wording which may conflict with conditions imposed on your liquor licence
- ▲ Include trading hours which may conflict with hours imposed on your liquor licence.

For further information?


The following resources may be useful in helping you to prepare your LPOM:

- ▲ Intoxication guidelines:
<https://www.liquorandgaming.nsw.gov.au/documents/gl/gl4003-intoxication-guidelines.pdf>
- ▲ Liquor promotions guidelines:
<https://www.liquorandgaming.nsw.gov.au/documents/gl/gl4001-liquor-promotion-guidelines.pdf>
- ▲ Managing minors:
<https://www.liquorandgaming.nsw.gov.au/working-in-the-industry/serving-alcohol-responsibly/managing-under-18s>
- ▲ Compliance checklists:
<https://www.liquorandgaming.nsw.gov.au/resources/compliance-checklist>
- ▲ Signage:
<https://www.liquorandgaming.nsw.gov.au/operating-a-business/running-your-business/signs-for-your-business>

To find out more about the liquor laws, contact L&GNSW:

 [liquorandgaming.nsw.gov.au](https://www.liquorandgaming.nsw.gov.au)

 [Contact us online](#)

 1300 024 720

You can also access the liquor laws at [legislation.nsw.gov.au](https://www.legislation.nsw.gov.au).