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# **Liquor Administration Board**

## Certificate of Gaming Machine Entitlement

Hotel:

Central Hotel

Licence Number: 111479

For Premises at:

Main Street & Railway Square

Classification: Metropolitan

Details as at:

30th August 2005

**BLACKTOWN 2148** 

**ENTITLEMENTS** 

0 Poker machine entitlements

4 Hardship gaming machines approved from 21/01/2005

Non-transferable

Hardship gaming machines approved from 30/08/2005

Non-transferable

10 Total Entitlements Held

## **AUTHORISATION LIMIT**

10 Poker Machines may be authorised subject to application.

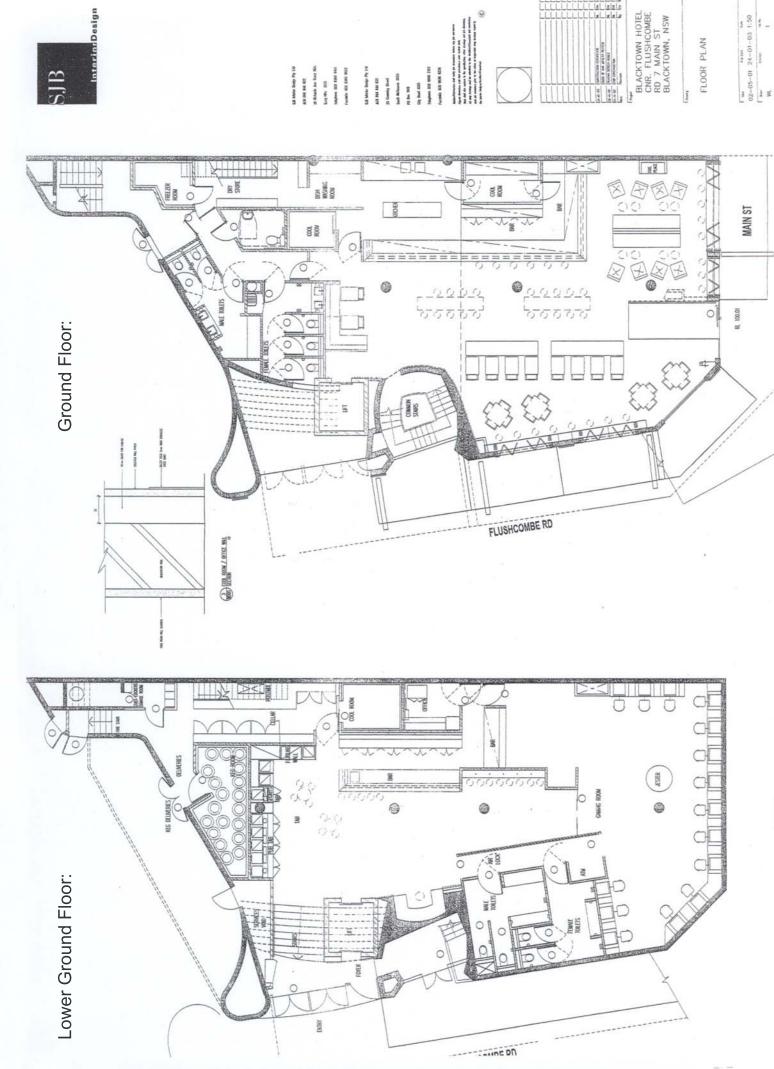
The following limit on the installation of Poker Machines has been imposed by the Board or Court:

15 Poker Machines from 17/01/2005 to 16/01/2008

#### SIA THRESHOLD 10

Includes an SIA increase of 4 from 22/04/2003 Includes an SIA increase of 6 from 30/08/2005

> This certificate is issued by the Liquor Administration Board of New South Wales. A replacement will be issued if any details change.



MAIN OT



## **DESIGN COLLABORATIVE**

Pty Limited

ABN 36 002 126 954 ACN 002 126 954

Planning and Development Consultants

G W Smith BSurv(QLD) MCP(MIT) MIS(Aust) FPIA MRTPI FAPI CPP

H M Sanders MPhil(Lon) MSc(Rdg) FPIA MRTPI MRICS CPP

J Lidis BTP (UNSW) MPIA CPP

## PLAN OF MANAGEMENT

FOR THE OPERATION OF THE

"CENTRAL HOTEL" AT 45 - 51 MAIN STREET, BLACKTOWN

PREPARED FOR

COPATRESS PTY LTD

BY DESIGN COLLABORATIVE PTY LTD - PLANNING & DEVELOPMENT CONSULTANTS

JUNE 2006 996542.POM 1

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#### PART 1 - Purpose

The purpose of this Plan of Management is to establish performance criteria for various aspects of the operations of the Central Hotel having regard to the relevant matters under the Environmental Planning and Assessment Act, 1979, and the Liquor Act. 1982.

#### PART 2 – Use of Plan

2. All staff shall be made familiar with this Plan of Management.

## **PART 3 - Hours of Operation**

- 3. The Central Hotel's hours of trade shall be 10.00am to 3.00am the following day, Monday to Sunday.
- a) Patrons of the tavern shall not be permitted to remain on the premises for more than 15 minutes after closing time.
  - b) Staff may enter, or remain on, the premises at any time.

#### **PART 4 – Capacity of the Premises**

5. The maximum number of persons permitted in the premises at any one time shall be that designated in the current Place of Public Entertainment certificate.

#### PART 5 - Signage

6. No signs, including banners, shall be displayed on, or near, the premises without prior consent from Council.

#### PART 6 - Amenity of Neighbourhood

- 7. At all times the licensee of the tavern shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that impacts adverse to the surrounding area do not occur.
- The licensee will take all reasonable measures to ensure that the behaviours of staff and patrons when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood.
- The tavern shall be 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.

#### PART 7 - Noise

10. a) The use of the premises shall not result in the La10 noise level being emitted from the licensed premises exceeding the background noise level in any octave band (from 31.5 Hz to 8000 Hz centre frequencies inclusive) by more than 5dB between 8.00am and 12 midnight at the boundary of any affected residential property.

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- b) Between 12 Midnight and 8.00am, the use of the premises shall not result in La<sub>10</sub> noise level in any octave band exceeding the background noise level at the boundary of any affected residential property.
- c) The La<sub>10</sub> noise level shall not be audible within any habitable room in any residential premises between the hours of 12 Midnight and 8.00am.

#### **PART 8 - Behaviour of Patrons**

- 11. The licensee and staff shall take all reasonable steps to control the behaviours of the patrons of the tavern as they enter and leave the premises. To effect this, the licensee shall:
  - a) erect signs at the exits of the tavern requesting patrons to leave quietly;
  - b) about 15 minutes before it closes on any night, make an announcement warning patrons of the approach of closing time and then requesting them to leave the premises and the vicinity quickly and quietly so as to avoid disturbance of the neighbourhood; and
  - c) assign staff or security persons to ensure that patrons, in leaving the vicinity of the tavern, do so promptly and as quietly as is reasonably possible.
- 11. The licensee and staff shall take all reasonable steps to ensure that there is no loitering in the vicinity of the tavern, by persons who may be seeking admittance to it.
- 12. The licensee and staff shall comply with the measures for responsible service of liquor set out hereunder.
- 13. The following operational policies for the responsible service of alcohol shall apply, together with the NSW Liquor Industry Code of Practice which is attached as **Appendix A:**
  - a) The tavern shall adopt and promote the 'New South Wales Liquor Industry Code of Practice for Responsible Promotion of Alcohol Products.
  - b) All managers and permanent employees of the tavern shall complete an approved course in the Responsible Service of Alcohol unless they have already completed one within the last 5 years.
  - c) The licensee will maintain a register, containing copies of certificates showing the satisfactory completions of Responsible Service of Alcohol courses undertaken by the licensee and all staff required to complete such a course. That register shall be made available for inspection on request from a NSW Police officer or special inspector.
  - d) The tavern and its employees will not engage in any liquor promotion that is likely to promote irresponsible service of liquor.
  - e) The tavern will not serve alcoholic liquor to any person who is intoxicated.
  - f) The tavern will decline entry to any person who is already intoxicated.

- g) The tavern will promote the service of non-alcoholic beverages and food.
- h) The tavern will arrange (without charge) for taxis to collect any patron from it upon receipt of a request from the patron to do so.
- i) The tavern 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.
- j) No person under the age of 18 years shall be served liquor at the tavern. 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.
- k) No person under the age of 18 shall be permitted in the gaming room of the tavern. Signs shall be erected to this effect.
- 1) The licensee will ensure that the "No More It's The Law' and house policy posters developed by the Liquor Industry Consultative Council are prominently displayed throughout the premises.
- m) The official "Intoxication" sign and "Proof of Age" poster will be prominently displayed in the premises.
- n) Low alcohol beer and non-alcoholic beverages will be available at all times when full strength liquor is available.
- o) Food from an a la carte menu suitable for the requirements of the local area shall be available at least at lunch and dinner times.
- p) All conditions imposed on the hotelier's licence shall be met.
- q) Staff employed at the tavern (including security personnel) shall be dressed suitably, preferably, in an identifiable uniform in order to promote a professional image to the business.

#### PART 9 - Control on Number of Patrons

- 15. a) The licensee or duty manager shall, at all times, monitor the number of patrons in the premises.
  - b) When the person monitoring the number of persons within the entertainment area forms the opinion that there are more than 150 patrons present, they will ensure that a physical count of the patrons present is undertaken.
  - c) If such a count reveals that there are more that 150 patrons within the entertainment area, the licensee or duty manager shall assign staff members (who may include security personnel) to monitor the numbers of patrons entering and

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leaving the premises to ensure that the maximum number present does not exceed 163 patrons on the ground floor area approved for public entertainment.

#### PART 10 - Security Staff

- 16. a) A member of staff whose principal duty is to provide security within the premises and who is licensed under the Security Industry Act, 1997, shall be on duty within the tavern at all times it is open.
  - b) In addition, there shall be, at least, one uniformed security person at, or in the vicinity of the tavern, from 6pm each evening until the last patron has left the vicinity of the tavern.
  - c) When the number of persons in the tavern exceeds 100 but is less than 175, two uniformed security persons shall be employed outside the tavern and when the number present exceeds 175 persons, three uniformed security persons shall be employed outside the tavern. These additional security persons shall be on duty at the tavern within a reasonable time of these levels of patronage being reached.
  - d) The security persons shall carry out the security procedures in accordance with clause 17 (f) hereunder.
  - e) The tavern shall make and maintain an arrangement with a recognised provider of security services whereby that provider shall supply additional uniformed security persons to the tavern at short notice if requested to do so by the licensee or duty manager.
- 17. The licensee shall require any security person apart from a person referred to under clause 16 (a) to:
  - a) be appropriately licensed.
  - b) be dressed in a readily identifiable uniform, displaying identification as a security officer.
  - c) fill in a time-sheet (showing start and finish times) which is to be initialled by the manager/licensee on duty.
  - d) report to manager/licensee to obtain a briefing on any specific duties to be addressed on each evening before commencing duty.
  - e) if required, make patrols of the interior of the tavern from time to time.
  - f) The area to be patrolled by the uniformed security persons referred to in clause 17 (b) and (c) shall be:-
    - Main Street from its intersection with Campbell Street to the escalators to Blacktown Railway Station.
    - Flushcombe Road from Main Street to David Lane.
    - Warrick Lane from Main Street east to the western end of the Council carpark.

- g) carry notebooks in which are noted the dates and times:
  - i. when each patrol in the vicinity of the tavern commences; and
  - ii. when any incident that could cause alarm or concern to members of the public occurs, together with an observation as to whether or not any persons, identifiable as having been patrons at the tavern immediately prior to the incident, were involved. (Entries are to be made as soon as possible after such incidents and to include notes of the actions taken by the security person.)
- h) request any tavern patron in the area patrolled to behave in a quiet and orderly manner if that action is considered necessary or appropriate.
- i) prevent any person, detected as intoxicated, entering the premises and bring to the notice of the manager or licensee any person on the premises who might be considered intoxicated.
- j) prevent patrons leaving the tavern with open drinking containers.
- k) monitor patron behaviour in the vicinity of the tavern until all patrons have left the area to be patrolled, taking all practical steps to ensure the quiet and orderly departure of patrons.
- l) collect any rubbish on the streets that may be associated with the tavern's operations.
- m) at the end of each shift, bring any incidents that have occurred and the actions taken to the attention of the manager/licensee who shall record the details of incidents reported in an 'Incidents Book' kept by the tavern.
- n) co-operate with the Police or any other private security personnel operating in the vicinity of the tavern.
- o) The licensee shall:
  - i) provide the Stationmaster of the Blacktown Railway Station with the current telephone contact number of the person in charge of security at the tavern. If different persons with different numbers fulfil that position at different times or on different days, the Stationmaster will be provided with all such numbers; and
  - ii) instruct the security persons referred to in Clause 17 (b) and (c) to respond appropriately and within a reasonable time to any incidents of anti-social behaviour occurring in the area specified in clause 17 (f) of which they are notified by any officer of the State Rail Authority.
- 18. The licensee shall make copies of the Incidents Book available to Council or the Police at all reasonable times and within 7 days of receipt of a written request from the Council or the Police to do so.
- 19. The licensee/manager shall record in the Incidents Book, in addition to the matters noted in 17 (g) above, any complaints made directly to the management or staff of the

Plan of Management Ref: 996542.POM 1 Central Hotel, 45 – 51 Main Street, Blacktown 7 June 2006 tavern by local residents or business people, about the operation of the tavern or the behaviours of its patrons.

- 20. a) Closed circuit video cameras shall be installed on the exterior of the building at No 45-51 Main Street, in locations which permit the streets and public areas within 50 metres of that building to be monitored. Such cameras shall record continuously while the tavern is trading and until all patrons have left the area under surveillance. Time and date must be automatically recorded on the records. Arrangements shall be made for the videoed records to be retained for a period of, at least, three weeks at the tavern. Those records shall be made available to the Police and for Council on receipt of a written request. After the expiration of three weeks, the records may be destroyed.
  - b) Video cameras shall be installed inside the tavern to provide surveillance of its public spaces.
  - c) Video monitoring screens shall be installed at suitable locations behind the bar counter of the tavern so as to enable staff to monitor, easily and frequently, the activities revealed by the video cameras. Selected monitoring screens may be arranged so that patrons of the tavern can view them.
- 21. The management of the tavern will submit regular reports to Blacktown Council on a bi-monthly basis in the first year (then quarterly thereafter). Such reports shall contain a summary of the operation and implementation of the provision of security arrangements under this Plan of Management together with a summary of any incidents, disturbances and the like which took place, in or around, the tavern. The latter summary shall be provided in the form of a table containing, at least, the following headings:
  - the identity of the recognised private security firm providing the tavern's security services;
  - date/time of incident;
  - place of occurrence:
  - nature of incident;
  - if the incident was reported to Police;
  - if the incident was reported to the tavern or security by a member of the public; and
  - the permanent arrangement with a recognised private security firm to provide additional security personnel at short notice.
- 22. The tavern shall exhibit, on an appropriately located sign on the exterior of the building, a telephone number to which any complaints should be directed.
- 23. a) All staff shall be briefed on the procedures they should adopt in the event of there being an attempt to rob the premises. In this briefing, the NSW Workcover publication "Armed holdups and cash handling A guide to protecting people and profits from armed hold-ups" should be utilised.
  - b) Any contact or arrangement entered into with a security provider shall be in accordance with:-

AS4421 - 1996 "Guards and Patrols",

AS3745 - 1995 "Emergency Control Procedures for Buildings" and

AS/N2S 4360 - "Risk Management"

24. Risk management procedures are to comply with AS/NZS 4360-1999.

#### **PART 11 - Deliveries and Waste Removal**

- 25. a) The licensee shall use his or her best endeavours to ensure that deliveries to the tavern are made between 7.00am and 6.00pm on weekdays or Saturdays. No deliveries shall be made on Sundays.
  - b) The removal of wastes and recyclable materials shall be made by Council or a recognised contractor approved by the Council.

#### **PART 12 - Maintenance**

26. The tavern premises shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of Council both, internally and externally.

#### PART 13 - Removal of liquor from the premises

- 27. The licensee shall prevent patrons leaving the tavern with liquor in opened containers, glasses or the like.
- 28. The licensee shall not sell or supply packaged liquor in unopened containers for consumption off the premises.

#### **PART 14 – Illicit Substances**

- 29. a) The venue's policy shall be that the carrying use or dealing in any form of illegal drugs by any patron, member of staff or security person will not be tolerated.
  - b) In the event that the licensee becomes aware of any illegal drugs in the venue, the Police shall be informed immediately of that fact.
  - If illegal drugs are found on the premises by staff, staff must retain the drug, for collection by the NSW Police Service, and report the incident to the NSW Police Service as soon as practicable.
  - Management is to ensure that all relevant staff are trained in relation to:
    - i) the detection of illegal drugs on patrons;
    - ii) the reporting of illegal drug detection on patrons and on the premises generally to the NSW Police Service; and
    - iii) first aid in relation to patrons affected by illegal drugs.
  - The NSW Police Service should be consulted in the preparation of the staff training material in PART 10 of this plan.

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#### **PART 15 – Fire Safety Measures**

- 30.(a) The licensee shall ensure that all essential services installed at the premises and the closed circuit CCTV system are certified annually and shall ensure that they remain in good working order.
  - (b) In the event of any malfunctioning of any essential service or the CCTV system, the licensee shall ensure that it is rectified as quickly as is reasonably possible.
    - i. Lists of the telephone numbers of all relevant emergency agencies shall be kept near all telephones.
    - ii. 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 premises.

#### **PART 16 - House Policy**

- 31. The tavern's house policy relating to matters including:
  - dress code,
  - the responsible service of alcohol,
  - harm minimisation, and
  - the admission of minors.

shall be displayed both within the premises and on a suitable plaque outside the entry to the premises.

- 32. a) Persons whose dress does not meet the tayern's minimum dress code set out below shall not be permitted to remain on the premises.
  - b) Minimum dress code:-

Generally: Neat casual and clean. Torn clothing not acceptable. Males: Shoulders must be covered and footwear must be worn. Females: Footwear must be worn. No bikini styles permitted.

c) All persons employed at the tavern shall adhere to a standard of dress promoting a sense of professionalism.

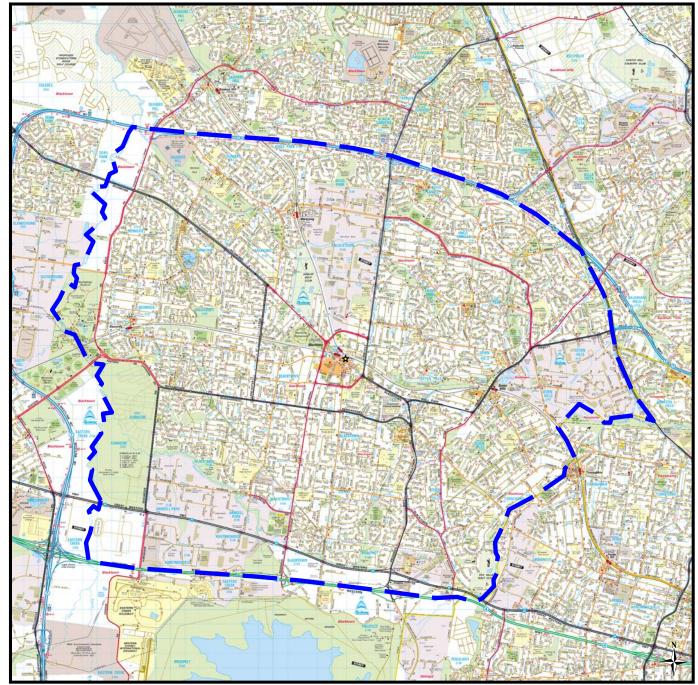
#### **PART 17 - Responsible Gambling**

33. The licensee and staff of the tavern shall comply with any measures specified by any legislation, regulation or code of practice adopted by the AHA, in relation to responsible gambling.

#### PART 18 - Amendment to this plan

34. If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the tavern, that modification shall be made to the plan only with the consent of Council, which consent shall not be unreasonably withheld.

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Central Hotel

Extent of local community

Source: Sydway Sydney Street Directory

Not to scale