

## **Plan of Management**

### **Barrenjoey Boatshed**

**ACN 669 506 165**

Governor Phillip Park, Barrenjoey Road,  
Palm Beach NSW 2108

Submitted to  
Northern Beaches Council  
On behalf of Barrenjoey Boatshed Pty Ltd.

# Contents

- 1.0 INTRODUCTION 3
- 1.1 Purpose of Statement and type of liquor licence proposed..... 3
- 2.0 THE SITE 4
- 3.0 SECURITY AND SAFETY 5
- 3.1 Surveillance..... 5
- 3.2 Access Control..... 7
- 3.3 Space Management..... 7
- 3.4 Liquor Licence Requirements, including RSA House Policy..... 8
- 3.5 Hours of Operation..... 12
- 3.6 Capacity..... 12
- 3.7 Ejection of Patrons..... 12
- 3.8 Hold Up Procedure..... 12
- 3.9 Money Handling..... 13
- 4.0 Theft..... 13
- 4.1 Weapons..... 13
- 4.2 OPERATIONAL PROCEDURES 13
- 4.3 Communication..... 13
- 4.4 Incident Report..... 13
- 4.5 Evacuation Plan and Emergency Closing..... 14
- 4.6 Telephones..... 14
- 4.7 Registering of Complaints..... 14
- 4.8 Unloading/Loading of Service and Delivery Vehicles..... 14
- 4.9 Noise Management..... 14
- 5.0 Food Premises Management..... 15
- 5.1 Food Standards Code Requirements..... 15
- 5.2 Waste Management..... 16
- 5.3 Cleaning of Premises..... 16
- 5.4 Cleaning of Surrounding Public Domain..... 16
- 5.5 CONSULTATION AND ASSESSMENT 16

## 1.0 Introduction

### 1.1 Purpose of Plan of Management

This Plan of Management (POM) has been prepared for the existing **On-Premises Licence (Restaurant)** liquor licence of **Barrenjoey Boatshed**, situated at **Governor Phillip Park, Barrenjoey Road, Palm Beach NSW 2108**. **Barrenjoey Boatshed** recognises the need to ensure the safety and security of customers, staff, residents and the greater community in which the proposed liquor licence will operate under. The safety and security issues have been considered carefully to ensure the utmost safety of staff and patrons.

The **POM** is consistent with the Crime Prevention Through Environmental Design (CPTED) document prepared by the Department of Planning.

CPTED aims to create the reality (or perception) that the costs of committing crime are greater than the likely benefits. This is achieved by creating environmental and social conditions that:

- maximise risk to offenders (increasing the likelihood of detection, challenge and apprehension);
- maximise the effort required to commit crime (increasing the time, energy and resources required to commit crime);
- minimise the actual and perceived benefits of crime (removing, minimising or concealing crime attractors and rewards); and
- minimise excuse making opportunities (removing conditions that encourage/facilitate rationalisation of inappropriate behaviour).

The policies and procedures outlined in this **POM** will help to make the premise a safe, efficient and pleasant environment in which to work and visit. Additionally, the safety and security issues addressed in this **POM** have been devised to ensure the quiet amenity of neighbouring properties is maintained at all times during the operation of the premises.

All staff, as part of the induction process, will be required to be familiar with this **POM**.

### 1.2 Reason for liquor licence

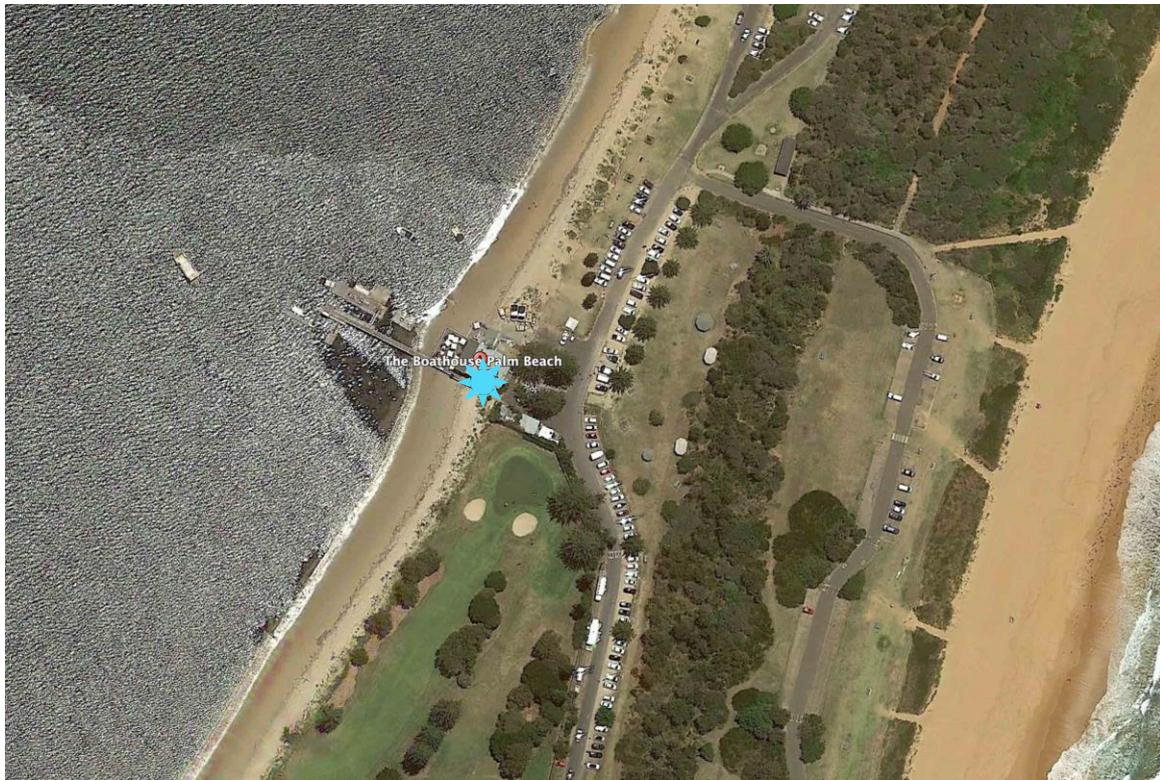
**Barrenjoey Boatshed** is an existing an **On-Premises Licence (Restaurant)**. **Barrenjoey Boatshed** the premises is looking to include catering services to the existing liquor licence. The main focus is first and foremost the supply and consumption of food.

**Barrenjoey Boatshed** currently provides alcohol to their customers, who are asking and wish to consume alcohol with their food. The addition of catering services to the existing liquor licence will only enhance the venue's appeal. It will also be an added service to the main focus of the restaurant, which is the consumption of food.

## 2.0 The Site

The site is at: Governor Phillip Park, Barrenjoey Road, Palm Beach NSW 2108. (refer to **Figure 1&2**).

**Figure 1** – Location Plan



  
Location of  
existing  
restaurant

**Figure 2** – Front Entry View



  
Location of  
existing  
restaurant

## 3.0 Security and Safety

The security and safety of employees and the general public are highly valued by the management of the premises.

### 3.1 Surveillance

#### 3.1.1 CCTV Camera Systems

The premises **DOES** have CCTV surveillance cameras installed.

CCTV surveillance cameras are installed, and are in strategic places such as the counter area / cashiers area / customer dining area / service areas. The system has automated recording technology, longer video storage capacity, video motion detection.

All cameras operate continuously during the premises trading hours. The surveillance tapes / videos are kept for at least 1 month for viewing by the Police if required. The quality of the images filmed will satisfy Police requirements.

Management will ensure the system is maintained in good working order. Management will ensure that the coverage would be operated with due regards to the privacy and civil liberties of all persons within the development and in strict accordance with the *Privacy and Personal Information Protection Act 1998*.

**Barrenjoey Boatshed** employees will be encouraged to assist with passive surveillance of all areas of the development and in particular all internal areas, by providing efficient reporting systems for any security or safety concerns during the **restaurant's** operating hours.

#### 3.1.2 Intruder Alarm Systems

The premises within which **Barrenjoey Boatshed** currently occupies already has installed an intruder alarm system, which is part of the whole building, including perimeter protection.

This system achieves an added sense of crime prevention and security. The system will allow monitoring of who is accessing what areas, better response to alarms and audit breaches of security in a timely and efficient manner.

The intruder alarm system will be monitored 24 hours a day and security will be able to respond to alarms swiftly. The Intruder Alarm System will be installed and monitored in accordance with Australian Standards 2201.

#### 3.1.3 Lighting

Perimeter street lighting is already provided around the premises to enable clear vision to prevent concealment and shadowing. The standard of lighting will not only reduce the fear of crime in accordance with Australian lighting standards, but also serves to provide clear identification of activity. Any broken light fixtures and bulbs within the premises will be replaced within 24 hours.

In line with National Light Pollution Guidelines and Northern Beaches Council's initiative to reduce light pollution in areas that have been designated an Urban Night Sky Place. The restaurant aims to minimise the lighting within the restaurant, which can be seen from outside.

Lighting will be shielded or located to promote safe navigation and minimise any likely adverse visual impact when viewed from the Pittwater Waterway, any adjoining public land, and adjoining residences. We will attempt to eliminate reflection off the water, where possible.

Adequate lighting will be provided for safe access to waterfront development and safe navigation in and out of commercial and recreational waterfront development, where appropriate. Lighting is to be designed to minimise electricity consumption. Flood lighting of marine facilities is not permitted.

We intend to minimise light spill from the site and have limited outdoor lighting that is designed, well directed and no more than 3,000k.

### 3.1.4 Clear sight lines

The premises, has been designed to and takes into account the need to maximise clear sight lines. The **restaurant** incorporates the maximum use of natural surveillance and minimises potential obstructions such as physical barriers to ensure these clear sight lines.

### 3.1.5 Risk Assessment

Although **NO** security personnel are envisaged at the restaurant. **Barrenjoey Boatshed** will undertake a risk assessment on a continual basis to determine the need for security personnel at the site.

### 3.1.6 Security Personnel

Although **NO** Security Personnel are required at the premises. If the need were to arise, any security personnel employed at the premises will:

- possess a current security licence and have satisfactorily completed all relevant training associated with a crowd control licence;
- be licensed under the appropriate legislation relating to crowd control;
- conduct themselves in accordance with the industry code of practice;
- maintain a well kept, tidy and professional appearance and be at all times easily recognisable as "security personnel";
- carry a powerful torch and wireless communication system whilst conducting patrols;
- be fully briefed on the restaurant's security protocol;
- be fully briefed on how they should address and caution potentially inebriated or unusually vocal customers in order to minimise the likelihood of disturbing the quiet and good order of the neighbourhood; and
- ask customers making any noise to leave quietly and quickly and ask any customers loitering to move on.

Security Personnel will be required, in a designated log book, to record the time of visit, comment on the state of the current restaurant and document any action undertaken (if required).



## **3.2 Access Control**

As discussed above, the proposed development will utilise an intruder alarm and access control systems to monitor access within the premises.

### **3.2.1 High Risk Areas**

The premises, has been designed so as not to create a hostile environment. Access is will be restricted particularly in relation to nominated “secure areas” such as the kitchen / back of house areas, exits. This will be achieved by the installation of movement detectors and security hardware (locks, etc).

### **3.2.2 Signage**

Clearly identifiable signage will be installed in and around the premises to indicate which areas are open to customers and members of the public and which areas are restricted. Signage and clear sight lines will assist with the anticipated pedestrian flows within the premises.

Signage will be clearly displayed in the front garden area to remind and emphasise public access to the front garden area.

## **3.3 Space Management**

### **3.3.1 Seating and Design**

The premises, takes into account the need to provide seating and other comforts for persons visiting the premises without interfering or disrupting pedestrian flows. This philosophy is designed to encourage increased use of the common areas to reduce the potential for security breaches by natural surveillance.

The front garden area of the restaurant is strictly used for takeaway and public use.

### **3.3.2 Toilets**

Toilets will be clearly sign posted. The toilets are located in areas, which maximise sight lines, are well lit and are in areas, which engender an overall sense of safety to the user, particularly females, children and the elderly.

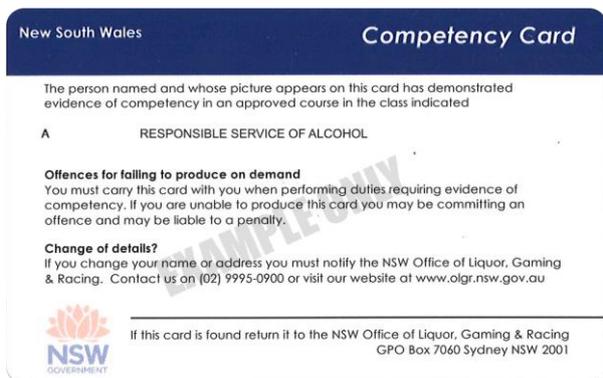




### A NSW RSA Competency Card

The NSW RSA Competency Card started on 22 August 2011 and is valid for five (5) years. Unless otherwise suspended or revoked by the NSW ILGA. The card holder, must possess the card within the licensed area and be able to produce it on demand of Police or an OLGR Compliance Officer.

Failure to do so, may result in a fine be issued to the card holder.



Back Digital Licence



### A NSW RSA Digital Licence

Liquor & Gaming NSW has partnered with Service NSW to deliver a free and secure digital card for RSA and RCG competency cardholders.



The digital version of the competency card makes it easier to display, update and renew a licence using a smart phone or tablet. It will also make compliance for licensees easier as the digital card will provide a solution to the problem of staff forgetting to bring their competency cards to work.

The digital competency card allows compliances officers to conduct real time inspections on a compatible checker Application, allowing the digital cardholder access their inspection history.

Digital licences Digital licences are free for customers and can be accessed through the [Service NSW App](#) from the iTunes Store or Google Play.

The NSW RSA Digital Competency Card is valid for five (5) years. Unless otherwise suspended or revoked by the NSW ILGA. The Digital card holder, must be able to show the Digital Card within the licensed area and be able to produce it on demand of Police or an OLGR Compliance Officer.

Failure to do so, may result in a fine being issued to the digital card holder.

### 3.4.3 RSA House Policy

These premises, in compliance with the Liquor Act, 2007 and in the interest of its patrons and staff has, adopted the following practices to ensure the responsible service of alcohol. The following House Policy provides a framework to allow for the responsible service of alcohol at all times:

- In order to prevent underage drinking we require proof of age to be provided when requested.
- Persons who are intoxicated will be refused admission to these premises.
- Patrons will be denied service of alcohol if they are considered intoxicated.
- We will educate our staff and patrons as part of our duty of care to ensure that both understand the implications and abide by our responsible service of alcohol policy.
- We will support and actively promote initiatives to minimise drink driving in order to safeguard the well being of our patrons.

It is the intention of these premises to ensure that all persons using the facilities provided do not result in any harm from the service of alcohol by our staff. The following strategies have been adopted to ensure the responsible service of alcohol to all patrons of the premises:

- Implementing, monitoring and modifying this House Policy on an ongoing basis.
- Preventing underage drinking by requiring the productions of approved identification.
- Prevention of intoxication by recognising the signs of intoxication and refusing service to patrons who reach this point. We will deny entry to the premises any patron who is already intoxicated.
- Provide a range of non-alcoholic beverages at all times upon the premises and ensure the same are supplied in conjunction with full strength alcoholic beverages.

The responsible serving practices adopted within our House Policy aim to:

- Underage Drinking
- Intoxication
- Violence and Disruptive Behaviour, and
- Drink Driving

#### **Preventing Underage Drinking**

It is the responsibility of every staff member to ensure that they do not allow alcohol to be supplied to person's underage upon the premises. Patrons suspected of being under the age of 18 years are to be asked to provide approved documentary evidence of, proof of age. Failing this they will not be supplied with alcohol.

Within these premises, the only accepted forms of identification (As per the Australian ID Checking Guide) are:

A photographic drivers licence;	A Proof of Age card from another state of Australia
A NSW RMS Photo Card; or	A Passport, A NSW Keypass

All identification produced must be current to be valid. If in any doubt as to the age of the patrons, always check. It is best to be over-cautious than serve a person under the age of 18 years and place the licence in jeopardy through prosecution. If patrons object to providing identification, clearly explain that it is a requirement of the premises and the law. It is each member of staff's responsibility to make sure patrons, are above 18 years of age or they are unable to be served with alcohol.

### **Preventing Intoxication**

The Liquor Act, 2007 makes it an offence to sell or supply liquor to any person who is in a state of intoxication. A state of intoxication is best described where that person, through the intake of intoxicating liquor has lost the normal control of their bodily and mental faculties. These premises will ensure that intoxication is prevented by: -

- Providing non-alcoholic beverages at all times.
- Encouraging patrons to consume non-alcoholic beverages.
- Refusal of service to patrons, showing signs of intoxication.

### **Preventing Intoxicated, Disruptive or Anti-social Behaviour**

It is the policy of these premises to not allow intoxicated, disruptive, violent or anti-social behaviour to occur on or in the vicinity of the premises by patrons having been in attendance at the premises.

Our policy will ensure that this is prevented by: -

- Not allowing any intoxicated person to enter or remain upon the premises.
- It may be necessary for our staff to refuse service because of the legal safety or security reasons to patrons considered to be intoxicated.
- Not to tolerate any conduct of behaviour which management would consider undesirable both inside and outside the premises.
- Patrons are to be requested upon leaving the premises to do so in a quiet and orderly manner, taking due regard to the local residents to ensure the quiet and good order of the neighbourhood is maintained.
- Identifying potential problems and taking steps to alert senior staff and/or prevent them from escalating.

### **Prevent Drinking and Driving**

It is the responsibility of all staff members, out of the concern for patrons well being, that staff will seek to discourage patrons from driving if they appear to be 'over the limit'. This will be supplemented by ensuring that non-alcoholic beverages are available at all times for patrons.

### 3.5 Hours of Operation

Barrenjoey Boatshed's proposed trading hours are as those of surrounding hospitality venues:

#### Trading hours (all year round)

##### Café & Functions

Monday:	07.00 am to 11.00 pm
Tuesday:	07.00 am to 11.00 pm
Wednesday:	07.00 am to 11.00 pm
Thursday:	07.00 am to 11.00 pm
Friday:	07.00 am to 11.00 pm
Saturday:	07.00 am to 11.00 pm
Sunday:	07.00 am to 11.00 pm
Public Holidays:	07.00 am to 11.00 pm

### 3.6 Capacity

The premises has a capacity in the restaurant of 150 patrons. It is the responsibility of the licensee/managers and/or staff to do regular capacity checks of the premises to ensure the premises complies with and does not exceed patron numbers.

### 3.7 Ejection of Patrons

The following procedure will apply when involved in the removal of a person from the premises who is, either intoxicated, or disorderly, violent or quarrelsome.

- Verbal communication with the patron will occur to explain the breach of conditions of the liquor licence. You must ask the person to leave if you consider that they are any of the above and refuse service
- Staff will be instructed to contact Police for assistance in removing any customer who exhibits anti-social or violent behavior.
- An Incident Report must be completed following any altercation and/or disturbance involving patrons and staff of the venue stating all the relevant information for reference purposes (refer to **Section 4.4** detailing procedures for completing an Incident Report).
- Management will ensure that the person(s) ejected will safely leave the area of the restaurant of at least 50m by walking with them in order to catch transport home either by Taxi or public/private transport.

### 3.8 Hold Up Procedure

#### 3.8.1 In the event of an Armed Robbery

The primary advice is to remain as calm as possible. Other advice is as follows:

- activate alarm devices as soon as possible;
- try to remain calm and assess the situation;
- unless otherwise ordered, "continually observe the bandit making a mental note of the bandits appearance";

- pay particular attention to scars, tattoos, firearm or weapon, plus any unusual or prominent features;
- note his / her conversations including any indecent language, accent, nicknames or speech peculiarities;
- look to see if a motor vehicle is being used and note any occupants;
- obey the instructions of the bandit, do not be over co-operative;
- move slowly. Only do this with safety. Advise of any sudden movements you have to make;
- do not put up a fight;
- do not discuss the incident with anyone other than the Police and Senior Management; and
- observe the direction taken after the bandit leaves the premises.

### 3.9 Money Handling

Only management will be involved in the movement of monies from the premises. All appropriate safety alarms will be installed at the building including back to base security which involves the Intruder Alarm System being linked to the security company.

### 4.0 Theft

In the event that theft occurs involving a customer, every effort must be made to assist the customer in any way possible, i.e. forms, police report, telephone calls. All personal information must be recorded on the Incident Report Form in case any items are recovered at a future time.

Incidents involving staff members must also be documented on the Incident Report Form and any necessary policy reports must be completed. A list of all items missing must be recorded.

The theft of any property on the premises must be reported to the police for insurance purposes. All thefts must be documented clearly and concisely on an Incident Report form.

### 4.1 Weapons

Weapons of any type, i.e. knives, firearms, etc., will not be permitted at any time, unless in the hands of authorised security personnel or Police.

### 4.2 Operational Procedures

### 4.3 Communication

Management will hold training days for staff on a regular basis to reinforce safety and security procedures for **Barrenjoey Boatshed**. Employees will be encouraged to report any suspicious activity or persons in and around the area to the Manager and / or Local Police.

### 4.4 Incident Report

An Incident Report, will be required to be completed on all incidents that necessitate action by an emergency service, Fire Brigade and/or Police. As well, the manager is required to be informed.

## 4.5 Evacuation Plan and Emergency Closing

A detailed plan of the site will be provided during training and in some circumstances it may become necessary to close the premises; i.e. fire, flood, power failure, bomb scare and other major emergencies. Approval must be sought from the Manager on duty prior to closing.

In the event of a severe East Coast Low, adequate warning would be given by the Bureau of Metrological Service and appropriate plans would be enacted to close the site, and the site would be totally evacuated.

In the event of a king tides severe weather event, the same warning and evacuation process will be enacted.

## 4.6 Telephones

Telephones are to be pre-programmed with the emergency number '000' and the NSW Police Local Area Command numbers for quick reference by staff. Telephone lines are to be secured to avoid unlawful use or tampering.

## 4.7 Registering of Complaints

Any complaints received will be documented and followed up by the Management. Management will listen to all complaints received in writing and endeavour to resolve the complaint in a timely manner.

## 4.8 Unloading/Loading of Service and Delivery Vehicles

The loading and unloading times are restricted to the approved hours as per the Development Application. This will limit any disturbance to patrons in the premises or the amenity of the surrounding area.

## 4.9 Noise Management

The Management will closely monitor the following noise management procedures:

- The premises will comply with all the Council requirements in relation to preventing noise emanating from the premises.
- Management and/or Staff will ensure that patrons keep noise down upon entering and leaving the premises. In this regard, the Licensee if required may erect signs at the points of exit requesting patrons to leave quietly and in a prompt manner so as not to cause any disturbance to the surrounding neighborhood.
- Amplified music in Barrenjoey Boatshed should be limited to a maximum L10 level of 95dBA at 1 metre from any speaker between 7.00am to 11.00pm;
- Windows and doors of the premises will be shut by closing time to reduce noise levels from the premises.
- **Barrenjoey Boatshed** management should regularly measure the maximum L10 noise level at 1 metre from the speakers with a sound level meter (minimum Type 2 meter capable of measuring L10 noise levels or an equivalent Leq noise level) during a function when amplified music is being played, alternatively, an in-house sound system with a noise limiter (max output limited to an L10 noise level 95 dBA at 1 metre) may be installed;

- External speakers located in the outdoor covered deck area should be orientated to project sound towards the west-south-west or west-north-west, i.e. towards the Pittwater;
- There should be no amplified music at **Barrenjoey Boatshed** between 11.00pm and 7.00am on any given day;
- Patrons should be encouraged not to make an unreasonable level of noise when leaving the premise;
- Management should ensure patrons attending functions park their vehicles in parking Zones 1, 2 and 3 only;
- Management will make all their contact details available to any adjoining residents, if issue's arise during trading hours that require immediate action.
- If necessary regular meetings will be held with concerned residents in relation to noise impact, to help reduce noise impact.

All sound emissions and noise management practices will comply with Council's requirements and the Protection of the Environment (Operations) Act 1997.

Staff and management of the restaurant will reinforce to customers leaving the site, to leave quickly and quietly as possible to minimise the impact on local residents.

Signs will be erected at the points of exit requesting customers leave quietly and in a prompt manner so as not to cause any disturbance to the surrounding neighbourhood.

## 5.0 Food Premises Management

As a **restaurant**, food safety is paramount. This will be controlled by management and/or a staff member who has completed a NSW Food Authority Food Safety Supervisor course. The licensee/management will:

- Notify their business commencement with NSW food Authority
- Appoint a Food Safety Supervisor if food they prepare and serve is ready-to-eat, potentially hazardous (i.e. needs temperature control) and NOT sold and served in the supplier's original package
- Meet the Food Standards Code requirements
- Prepare for regular inspections by their local council
- Cleaning schedules will be put in place and checklist maintained to ensure the venue complies with codes in relation to food premises.

### 5.1 Food Standards Code Requirements

The businesses will meet the requirements in the Australian New Zealand Food Standards Code, specifically:

- Standard 3.2.2 (Food Safety Practices and General Requirements)
- Standard 3.2.3 Food Premises and Equipment, and
- Part 1.2 (Labelling and other information requirements)

## 5.2 Waste Management

A registered waste company will handle the rubbish and waste disposal. The Management/Licensee will prevent patrons removing glasses, opened cans, bottles or alcohol from the premises.

- The collection of waste and recycling will only occur between the already existing hours of collections within the building, to avoid noise disruption to the surrounding area.
- Garbage and recycling will not be placed on the street for collection more than half an hour before scheduled collection time. Bins and containers are to be removed from the street within half an hour of collection.
- Waste will be removed two to three times a week.
- A system will be in place to minimize if not stop any odors from bins. Regular bin cleaning will be conducted via professional bin cleaners.
- Commercial scent neutralizer will be used in the storage area of bins.
- Food & other waste will be kept on the premises and transferred to pick point one hour prior to pick up.
- The transfer of waste from the premises to pick up point will be done as quietly as possible to reduce any noise.
- By using a reputable waste recycling company, such as URM Group Pty Ltd who are an innovative market leader in waste recycling management and are community minded. We intend to minimise our waste going into land fill.

## 5.3 Cleaning of Premises

Staff will be a crucial part of the overall security and safety system. Vandalism, graffiti and general untidiness (if any) will be attended to once it has come to the management's attention. Vandalism and graffiti (where possible) will be removed within 24 hours. This is an indication of the high priority that is given to the general appearance of **Barrenjoey Boatshed**.

## 5.4 Cleaning of Surrounding Public Domain

If litter is found to have originated from the **Barrenjoey Boatshed**, the Manager will ensure that this litter is removed as soon as practicable.

## 5.5 Consultation and Assessment

**Barrenjoey Boatshed** is committed to ongoing consultation with adjoining property owners, Police and Council to foster a better understanding of relevant security issues and will always be open to hearing any issues or concerns, adjoining property owners, Police or Council may have regarding the operations of **Barrenjoey Boatshed**.