

# **PLAN OF MANAGEMENT**

FOR THE OPERATION OF THE

*IVANHOE HOTEL*

Nos. 23, 25, 27 & 29 THE CORSO  
MANLY

PREPARED FOR

HILROCK PROPERTIES PTY LTD

BY

DESIGN COLLABORATIVE PTY LTD - PLANNING CONSULTANTS

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## CONTENTS

|   |   |
|---|---|
| PART 1 - PURPOSE .....                              | 3 |
| PART 2 - USE OF PLAN.....                           | 3 |
| PART 3 - HOURS OF TRADE.....                        | 3 |
| PART 4 – SIGNAGE.....                               | 3 |
| PART 5 - AMENITY OF NEIGHBOURHOOD .....             | 3 |
| PART 6 – NOISE .....                                | 3 |
| PART 7 - BEHAVIOUR OF PATRONS .....                 | 4 |
| PART 8 – STAFF AND SECURITY.....                    | 5 |
| PART 9 – DELIVERY AND WASTE DISPOSAL.....           | 8 |
| PART 10 – MAINTENANCE .....                         | 8 |
| PART 11 – REMOVAL OF LIQUOR FROM THE PREMISES ..... | 8 |
| PART 12 – ILLICIT SUBSTANCES .....                  | 8 |
| PART 13 – FIRE SAFETY MEASURES .....                | 9 |
| PART 14 - HOUSE POLICY .....                        | 9 |
| PART 15 - AMENDMENT TO THIS PLAN .....              | 9 |

### Appendix A – NSW Liquor Industry Code of Practice

## **PART 1 - PURPOSE**

1. The purpose of this Draft Plan of Management is to establish performance criteria for various aspects of the operations of the Ivanhoe 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. A copy is to be on the staff notice board at all times.

## **PART 3 - HOURS OF TRADE**

3. The premises may trade at any time 24 hours per day, 7 days per week (with the exception of the 5 hour period between 12.00 midnight Sunday night to 5.00am Monday morning).

## **PART 4 – SIGNAGE**

4. No signs, including banners, shall be displayed on the building or its curtilage without prior consent from Council.

## **PART 5 - AMENITY OF NEIGHBOURHOOD**

5. 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.
6. The licensee will take all reasonable measures to ensure that the behaviour of staff and patrons when entering or leaving the premises do not detrimentally affect the amenity of the neighbourhood.
7. The business 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 6 – NOISE**

8. The LA10 noise level emitted from the premises 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.

The LA10 noise level emitted from the premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz - 8kHz inclusive) between 12.00 midnight and 7:00am at the boundary of any affected residence.

Notwithstanding compliance with the above, noise from the premises shall not be audible within any habitable room in any residential premises between the hours of 12.00 midnight and 7:00am.

9. Staff and management shall ensure that that all external doors and windows are to be closed from 8.00 pm in order to comply with noise controls.

## **PART 7 - BEHAVIOUR OF PATRONS**

10. The licensee and staff shall take all reasonable steps to control the behaviour of the patrons of the premises as they enter and leave them.

11. The licensee and staff shall take all reasonable steps to ensure that there is no loitering by persons seeking admittance to the premises in the vicinity of its entrances on The Corso.

12. a) The licence attached to the premises shall be exercised – at all times – in accordance with the provisions of the Liquor Act;

b) 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:-**

- i. The licensee and managers employed at the hotel shall complete an approved course in the Responsible Service of Alcohol unless they have already completed one within the last 5 years.
- ii. The licensee will maintain a register containing copies of the certificates showing the satisfactory completions of Responsible Service of Alcohol course undertaken by the licensee and all staff required to complete that course. That register shall be made available for inspection on request by a NSW Police officer or special inspector.
- iii. The licensee shall adopt and promote the ‘New South Wales Liquor Industry Code of Practice for Responsible Promotion of Alcohol Products’.
- iv. The licensee shall not engage in any liquor promotion that is likely to promote irresponsible service of liquor.

- v. The licensee shall not serve alcohol to any person who is intoxicated.
- vi. Any person who is intoxicated shall be denied entry to the premises.
- vii. The licensee will not permit intoxication or any indecent, violent or quarrelsome conduct by patrons on the premises. Any person causing such a 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 determined by the licensee.
- viii. No person under the age of 18 years shall be admitted into restricted areas of the premises. Production of photographic identification will be required where age is an issue. The only acceptable proofs of age identification shall be:
  - Photo driver's licence;
  - RTA proof of age card; or
  - Current passport.
- ix. Low alcohol beer and non-alcoholic beverages (including water) will be available at all times when full strength liquor is available.
- x. Food will be available for consumption in the premises.
- xi. 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.
- xii. The official "Intoxication" sign and "Proof of Age" poster will be prominently displayed in the premises.
- xiii. The licensee will arrange (without charge) for taxis to collect any patron from the intersection of The Corso and Darley Road in front of the premises if requested to do so.
- xiv. The licensee will put in place a 'Don't Drink & Drive' scheme and offer free soft-drink to designated drivers.

## **PART 8 – STAFF AND SECURITY**

13. Security personnel would be stationed at each main entry into the premises and would conduct regular patrols of the interior and exterior of the Hotel.

14. The Hotel is to provide:

- i. At least one (1) licensed security guard from 6.00pm on Friday, Saturday and Sunday and from 8.00pm on all other nights to monitor the safety and security of the patrons and premises.;
- ii. One (1) additional guard to attend from 10.00pm on Thursday and from 8.00pm on Friday and Saturday, with a further four (4) guards to attend from 10.00pm and an additional two (2) guards from 11.00pm on Friday and Saturday.;
- iii. Guards shall be positioned on The Corso and also patrol inside the premises. Additional licensed security personnel shall attend the premises, as required, and remain in attendance at the rate of 1 per 100 patrons;
- iv. All licensed security personnel shall remain on duty until half an hour after closing time and all patrons have left the premises;
- v. Those personnel shall carry out the security procedures in accordance with clause 15 hereunder;
- vi. A log book shall be kept to record all incidents;
- vii. Security staff are to monitor the doors to The Corso with routine patrols every 15 - 30 minutes through the premises; and
- viii. The hotel's policy is to ID any persons appearing to be 25 or under in accordance with the relevant legislation.

15. The licensee shall require any security personnel employed at the hotel:-

- a. be dressed in readily identifiable uniform displaying identification as a security officer and be appropriately licensed.
- b. fill in a time sheet (start and finish times) which is to be initialed by the manager/licensee on duty.
- c. report to the manager/licensee to obtain a briefing on any specific duties to be addressed on the evening before commencing duty.
- d. note details of any incidents which required intervention by security personnel within the premises or in the vicinity of the premises in log books.
- e. ensure that persons entering the premises are suitably attired in accordance with the hotel's dress code which shall require patrons, at least, to be neatly dressed in casual wear, to wear shoes and to be clean.

- f. prevent any person, detected as intoxicated, entering the premises and bring to notice of the licensee or manager, any person on the premises who might be considered intoxicated.
  - g. prevent patrons leaving the premises with glasses or other opened drinking containers.
  - h. monitor patron behaviour in, and in the vicinity of, the premises until all patrons have left them, taking all practical steps to ensure the quiet and orderly departure of patrons.
  - i. collect any rubbish on the streets that may be associated with the business.
  - j. co-operate with the Police and any other private security personnel operating in the vicinity of the premises.
16. For the purpose of Subclause 11 and 15(h), “the vicinity of the premises” shall be the footpath immediately in front of the Hotel on The Corso and Market Place.
17. The licensee shall install and maintain closed circuit TV cameras to provide surveillance of the interior of the hotel as well as the entries to the hotel and the vicinity of the premises. Monitoring screens shall be installed where the licensee, manager or staff can easily observe them. Digital recordings from those cameras shall be kept for 21 days and shall be made available to the Police upon receipt of a request for access to them.
18. The hotel shall exhibit, on an appropriately located sign on the exterior of the building, a telephone number to which any complaints should be directed.
19. The licensee/manager shall maintain and record in the Incident Book, in addition to the matters noted in 15 above:- i) 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 ii) any visits by any law enforcement personnel noting their agencies, departments, badge numbers, reasons for the visits and results of the visits.
20. The licensee shall make the Incident Book available to Council and the Police at all reasonable times and within 7 days of receipt of a written request from the Council to do so. The licensee and staff shall deal courteously and promptly with any complaint received.

## **PART 9 – DELIVERY AND WASTE DISPOSAL**

21. The licensee shall take all reasonable measures to ensure that deliveries to, and the removal of wastes from the premises are made between 8.30am and 6.00pm seven days per week.
22. All wastes shall be stored in approved containers placed inside the premises before being removed for disposal by Council or appropriate contractors.

## **PART 10 – MAINTENANCE**

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

## **PART 11 – REMOVAL OF LIQUOR FROM THE PREMISES**

24. The licensee shall prevent patrons leaving the premises with liquor in opened containers, glasses or the like.

## **PART 12 – ILLICIT SUBSTANCES**

25. 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.
  - c) 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.
  - d) 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.
  - e) The NSW Police Service should be consulted in the preparation of the staff training material in PART 8 of this plan.



### **PART 13 – FIRE SAFETY MEASURES**

26. 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 14 - HOUSE POLICY**

27. The businesses' house policy relating to matters including:-

- dress code
- the responsible service of alcohol
- harm minimization
- the admission of minors

shall be displayed both within the premises and on a suitable plaque or notice at the entry in to the premises.

### **PART 15 - AMENDMENT TO THIS PLAN**

28. 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 premises, that modification shall be made to the plan only with the consent of Council, which consent shall not be unreasonably withheld.

**Our venue supports the...**

**New South Wales Liquor Industry's**

# *Code of Practice*

## **RESPONSIBLE PROMOTION OF LIQUOR PRODUCTS**

Licensees and registered club managements have a responsibility to ensure that patrons do not become intoxicated on their premises and to prevent intoxicated persons from entering or remaining on licensed or club premises.

This Code of Practice for Responsible Promotion of Liquor Products for licensed and registered club premises provides a framework of practices which are considered acceptable and reasonable, subject to controls being in place, to prevent the intoxication of patrons and, in all other respects, the premises being properly conducted. The Code highlights those practices which are discouraged as not being in the public interest.

### **UNACCEPTABLE PRACTICES**

1. Drinks that offer alcohol in non standard measures and/or by virtue of their emotive titles, such as “laybacks” - “shooters” - “slammers” - “test tubes” - “blasters”, and their method of consumption encourages irresponsible drinking habits and are likely to result in rapid intoxication.
2. Drink cards that provide a multiple of free drinks, extreme discounts or discounts of limited duration on a given day or night and / or have the capacity to be readily stockpiled by patrons or transferred to other patrons. In other words the drink card must not, by design or potential misuse, create an incentive for patrons to consume liquor more rapidly than they otherwise might.
3. Any labelling or titling of promotions that may encourage patrons to consume liquor irresponsibly and excessively to an intoxicated state.
4. The refusal to serve half measures of spirits on request or provide reasonably priced non-alcoholic drinks.
5. Any promotion that encourages a patron to consume liquor excessively - “all you can drink offers” - “free drinks for women” - “free drinks for women all night” - “two for one” - and to consume it in an unreasonable time period.

### **ACCEPTABLE PRACTICES**

1. The traditional “happy hour” during or immediately following normal daytime working hours.
2. A complimentary standard drink upon arrival.
3. Promotions involving low alcohol beer where it is clear from the advertising and promotional material that it is a low alcohol beer promotion.
4. The advertising of a consistent price of a particular type or brand of liquor across the entire trading hours of a premises on a given day or night, providing the price is not so low that it will, in itself, encourage the excessive consumption of alcohol and intoxication.
5. Promotion of particular brands of liquor that provide incentives to purchase that brand by virtue of a consistent discounted price, offer of a prize etc. but does not provide any particular incentive to consume that product more rapidly than a patron’s normal drinking habit.

The Licensing Court of NSW imposes the Code of Practice as a standard liquor harm minimisation condition on liquor licences and certificates of registration.

