

THE FARM BY BOATHOUSE

PLAN OF MANAGEMENT

40 MYOORA ROAD, TERREY HILLS



DOCUMENT CONTROL

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1 Introduction

1.1 Purpose

The purpose of this Plan of Management (PoM) is to outline the performance requirements and operational management procedures involved with the operation of the The Farm by Boathouse.

This plan has been developed with having regard to the following:

- Relevant matters under the Liquor Act 2007 and the Liquor Act Regulations;
- Responsible Promotion of Alcohol Product Guidelines (Liquor & Gaming NSW);
- Prevention of Intoxication on Licensed Premises Guidelines (Liquor & Gaming NSW);
- Intoxication Guidelines (Liquor & Gaming NSW); and
- Comments received from Northern Beaches Police Area Command in relation to the DA.

1.2 Staff Review

Prior to commencing work at The Farm by Boathouse, all staff including management, floor staff, bar staff and security will be made familiar with this PoM during their employment induction. All staff involved with the sale or supply of alcohol or provision of security, is required to be made familiar with this PoM and are to sign a register stating they have been acquainted with the PoM. The register is to be kept with this PoM at all times.

1.3 Operation of Plan of Management

A copy of the PoM, as well as the liquor license and development consent, will be kept on premises and available upon request by authorised persons from Liquor and Gaming NSW, NSW Police and/or Northern Beaches Council Officers.

2 Liquor Licence

The Farm by Boathouse located at 40 Myoora Road, Terrey Hills will operate in accordance with an approved Liquor License which will be sought following the granting of development consent.

2.1 The Police and the Community

The Licensee will be an active member of the Northern Beaches Liquor Accord and will continue to maintain that membership whilst in this role. The management team for the restaurant premises will meet amongst themselves and with the Licensing Unit of the NSW Police Force and/or Northern Beaches Police Area Command on a regular basis at the discretion of the Police. Matters discussed will range from the management of upcoming events, potential incidents and where improvements could be made with respect to security and management procedures.

Through the Liquor Accord, the restaurant premises will consider any concerns of the local community. In addition, any neighbour complaints will be dealt with in accordance with **Section 5.4** of this PoM.

3 The Operator

The team behind The Farm by Boathouse are looking forward to becoming an integral part of the Terrey Hills local community. The restaurant premises aims to employ local residents for a variety of roles within the venue, providing a key source of employment opportunity to locals. As part of the business model, The Farm by Boathouse will offer a contemporary modern restaurant premise.

The single story premises features a bistro/dining area, commercial kitchen, main bar and terrace area, two (2) terraces areas on the northern portion of the building, a lounge, family dining area and children's playground as well as an outdoor dining area associated with the restaurant..

The Farm by Boathouse business elements will contribute to the local economy through some of the following:

- the enhancement of communal interaction through memberships;
- the opportunity to provide flexible casual, part-time and full-time employment; and
- Potential sponsorships of local community groups/sporting teams.

4 Operational Details

4.1 Hours of Operation

The premises will operate as per the following:

- 7:00am to 12:00 midnight , Monday to Sunday

Service of alcohol will not commence prior to 10:00am on all days of operation without exception.

All liquor purchased at the venue must be consumed within the licensed area of the restaurant premises.

4.2 Capacity

The capacity of the restaurant premises is restricted to 594 patrons.

5 Management

5.1 General Operation and Monitoring Patron Behaviour

- The licensee and management will ensure that all operations will be dealt with in accordance with the standards associated with the Liquor Licence.
- The Licensee and management will ensure the operations are managed in such a way as to reasonably minimise any adverse impacts on the amenity of the surrounding area resulting from noise, waste and/or behaviour of patrons.
- Unreasonable patron behaviour will be refused service and/or asked to leave and/or be barred for a period of time determined by the Licensee.
- Management will comply with any noise restrictions relating to the operation of the premises.
- The venue operations will be conducted in such a manner as not to unreasonably interfere with, or materially affect the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapor, steam, soot, ash, dust, waste water, waste products, grit, oil or otherwise.
- The Licensee and staff will take all reasonable steps to control the behaviour of their patrons whilst on the premises and

as they arrive and depart the venue. To promote this, the Licensee will:

- Take all reasonable steps to ensure that venue operations are compliant with Section 77 of the *Liquor Act 2007 – Conduct on Licensed Premises*, by monitoring and managing patron behaviour;
- Ensure that patron behaviour is monitored upon approach to the venue and that those persons observed consuming alcohol external to the venue, behaving in an anti-social manner or causing excessive noise, are not permitted entry to the venue;
- Ensure that persons who have been refused entry or a patron(s) who has been ejected from the venue does not loiter in the surrounds;
- Erect signs at the entry/exits of the venue requesting that patrons be considerate of the neighbours by leaving the venue quickly and in a quiet and in an orderly manner without causing disturbances;
- At the cessation of bar trade, make an announcement advising patrons of the approach of closing time and then making a request for patrons to depart the premises and vicinity quickly and quietly so as to avoid disturbance of the neighbours;
- Assign staff or security personnel to ensure that patrons, in leaving the vicinity of the venue, do so promptly and as quietly as is reasonably possible; and
- The Licensee and staff shall take all reasonable steps to ensure that there is no loitering in the vicinity of the venue.
- Patrons that fail to comply with the venues behavioral requirements and proceed to involve themselves in anti-social conduct causing ejection from the premises will be excluded from attending the venue for a period of time.
 - Any such action will require the duty manger to record such action in the incident register (including patron details and nature of the incident

5.2 Live Entertainment

Live music can occur on site from Midday – 10pm.

5.3 Noise Controls

As indicated above, patrons and employees will be instructed to keep noise to a minimum when entering and leaving the premises. Intoxicated and/or loud patrons will not be allowed entry into the venue and will be ejected if they are already in the venue. All noise complaints will be documented in the incident register and kept on site.

The premises will be bound to the following noise controls that are mandatory in order to obtain the liquor licence sought from ILGA.

The LA10* noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz – 8kHz inclusive) by more than 5dB between 07:00am and 12:00 midnight at the boundary of any affected residence.

The LA10* noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz – 8kHz inclusive) between 12:00 midnight and 07:00am at the boundary of any affected residence.

*Notwithstanding compliance with the above, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12:00 midnight and 07:00am.

Noise from licensed premises sources such as patrons and amplified music performance are subject to regulation by Liquor and Gaming NSW (**L&GNSW**) following the release of the Disturbance Complaint Guidelines. As of 1 July 2024, L&GNSW are the lead regulator for addressing noise complaints under the Liquor Act and the operation of the premises will be in accordance with requirements from L&GNSW.

5.4 Parking

The Farm by Boathouse will provide 198 parking spaces. All deliveries, both incoming and outgoing, will be limited to the use of a Medium Rigid Vehicle (MRV 8.8M)

5.4.1 Operational Requirements

The duty manager or designated personnel is responsible for monitoring parking occupancy over the extent of a typical trading day. The following procedures are to be adhered to each day:

Duty manager is to review daily restaurant bookings at the beginning of each shift to anticipate projected patron attendance levels and likely expected parking demand.

5.4.2 Monitoring

A monitoring and review process for the OTMP will be set out by the Manager to ensure that the OTMP is updated regularly, thereby improving its relevance and effectiveness. Any changes will require approval from the Manager.

The Manager will be designated with the responsibility of maintaining the OTMP. Regular review of the success measures outlined in this plan should be undertaken intermittently to determine whether alternative or supplementary measures are necessary. It is recommended that a review be conducted on a yearly basis to monitor the plan.

5.5 Transportation

The use of public transportation, taxis and designated drivers to deter drink-driving will be encouraged in accordance with TfNSW, NSW Liquor and Gaming and NSW Police guidelines. Staff will contact taxi service for the direct pickup of patrons as required.

5.6 Complaints and Incident Register

- Management will endeavour to address any reasonable concerns of people in the surrounding area or other third parties;
- Management will respond or meet with any complainants and attempt to address and resolve any reasonable concerns; and
- Management will be contactable by telephone during operating hours, or by email outside of hours.

Any complaints made to the venue are to be recorded, and such records will include the complainant's details, nature of the complaint and action taken by the venue. The published number for Complaints and Reports is:

Proposed Licensee: Antony Jones

Mobile Contact: 0448 980 433

5.7 Staff Training

With the total number of employed staff to remain at Forty (40), Staff training sessions will be held on a regular basis and will entail: RSA refresher course;

- Intoxication prevention measures;
- Management of complaints; and
- Crime scene preservation.

6 Responsible Service of Alcohol

It is unlawful to sell or supply liquor to a person who is intoxicated on licensed premises and is unlawful to permit intoxication on licensed premises.

A person is considered to be 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.

Liquor and Gaming NSW has issued Guidelines to assist in the identification of intoxicated persons. Staff will bring to the attention of the Manager on duty any person considered to be in or approaching a state of intoxication.

6.1 RSA Requirements

- The Licensee will ensure that all staff involved in the sale and supply of liquor have completed an approved NSW Responsible Service of Alcohol Course and holds a valid NSW Competency Card and/or certificate.
- The Licensee will maintain a register containing copies of RSA Competency Cards and/or certificates. This register is to be made available for inspection when requested by NSW Police or Inspectors of Liquor & Gaming NSW.
- All staff who are involved in with the sale and supply of liquor must have their RSA Competency Card on premises whilst on duty.
- All staff and management involved with the sale and supply of liquor are accountable for the responsible service of alcohol on the premises.
- Staff will provide patrons information about transport options and assist in contacting taxi companies to collect patrons at their request.
- The venue will not serve liquor to any person who is intoxicated.
- The venue will decline entry to any person who is intoxicated.
- The venue will promote the service of non-alcoholic beverages.
- A log of alcohol related incidents will be recorded by Management including, but not limited to:
 - Refusal of service/Asked to Leave
 - Minor/No ID
 - Violence
 - Intoxication
 - Any visit from NSW Police, Inspectors of Liquor & Gaming NSW or other relevant regulatory officers.
- The Licensee or management will have adequate staff rostered to ensure the safety and compliance of the premises.
- No person under the age of 18 years shall be served liquor at the venue. Production of a valid identity document as detailed in **Section 6.3** is required.

6.2 Identifying and Preventing Intoxication

Management and staff will endeavour to prevent intoxication through the following methods:

- Ensuring patrons already showing signs of intoxication or approaching intoxication will not be served.

- Food is available at all times that alcohol is served.
- Ensuring that low alcohol, non-alcoholic drinks and free drinking water is available at all times.

6.3 Prevention of Sale and Supply of Alcohol to Minors

- Staff and management will not provide alcoholic beverages to patrons under the age of 18.
- By law parents cannot supply alcohol to anyone under 18 years of age on licensed premises.
- When alcohol is served at any function or event held in the premises, anyone under the age of 18 must be accompanied by a responsible adult.
- Proof of age will be required if the patron looks under the age of 25.
- Acceptable forms of ID are detailed below:
 - a motor vehicle driver's or rider's licence or permit issued by TfNSW or by the corresponding public authority of the Commonwealth, of some other State or Territory or of some other country;
 - a passport issued by the Commonwealth or under the law of some other country; or
 - a Photo Card issued under the Photo Card Act 2005.

Note: All forms of identification used to establish proof of age MUST be current.

The sale and supply of alcohol will cease 15 minutes before closing time every night.

7 Staff Procedures

7.1 Refusal of Service

- Identify signs of intoxication. If you are unsure, ask for a second opinion from another staff member.
- Refuse service to intoxicated patron and inform relevant management and staff.
- Respectfully and politely ask patron to leave.
- Tell them the patron they are welcome to return another time.
- Stay with patron until they leave and walk them out the door.
- Offer assistance for transport.

7.2 Patron Removal

- If a patron is continuously quarrelsome, unreasonable, or confrontational, notify management. Police will be contacted if required.
- Any person that is asked to leave or refused entry to the premises is required by law to move 50m or more away from the premises and is not permitted to re-enter the vicinity for 6 hours.

7.3 Verifying Proof of Age

- If a patron looks under the age of 25, ask for a suitable form of ID to be provided prior to service.
- Check authenticity, date of birth, compare photograph.

- If no suitable ID can be produced, politely ask patron to leave and inform other staff members and management.

7.4 Dealing with Minors

- Minors are permitted to be on premises only with direct supervision of a responsible adult.
- Secondary supply of alcohol to minors will not be permitted.

8 Security Measures

8.1 Incident Involving Violence Reporting

Immediately after the person in charge of the premises becomes aware of an incident involving an act of violence causing an injury to a person on the premises, the manager will:

- Take all practical steps to preserve and keep intact the area where the act of violence occurred;
- Retain all materials and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by the NSW Police;
- Make direct contact with local Police and advise of the incident;
- Comply with any directions given by the Police to preserve or keep intact the area where the violence occurred; and
- The Licensee will maintain a log of reportable incidents which will be made available at the request of NSW Police or other relevant regulatory officers.

8.2 Closed Circuit Television (CCTV)

The Licensee will maintain a CCTV system that meets the following minimum requirements:

- The system must record continuously from opening time until one hour after the premises close;
- Recordings must be in digital format and at a minimum of 10 frames per second;
- Any recorded image must specify the time and date of the recorded image; and
- The system's cameras must cover the following areas:
 - i) all entry and exit points on the premises,
 - ii) the public footpath immediately adjacent to the premises,
 - iii) all publicly accessible areas (other than toilets) on the premises.

The licensee will also:

- Keep all recordings made by the CCTV system for at least 30 days;
- Ensure that the system is accessible by at least one member of staff at all times it is in operation;
- Provide any recordings made by the system to a police officer or inspector within 24 hours of any request by a police officer or inspector to provide such recordings; and
- Ensure that all external cameras are registered with NSW Police.

9 Other Relevant Matters

9.1 Crime Scene Preservation Guidelines

Immediately after the Duty Manager in charge of the restaurant premises becomes aware of an incident involving an act of violence causing injury to a person on the premises requiring immediate professional medical assistance, the person will:

- Render any required first aid;
- Immediately contact '000' or the Local Area Commander or his/her delegate and advise them of the incident; and
- Comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.

Unless directed otherwise by the Local Area Commander or his/her delegate the following crime scene preservation guidelines will 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;
- Do not allow any persons to enter this area; and
- DO NOT CLEAN UP ANY CRIME SCENE. This may destroy vital evidence.

Interfering with evidence may constitute an offence, and/or may result in the closure of the restaurant premises.

9.2 Drugs and Drink Spiking

If the licensee, the Manager on duty, a staff member or security locate any drugs within the premises, Police are to be immediately contacted and arrangements made to surrender the drugs and provide all information in relation to the finding of the drugs and any person suspected of being involved.

When contact is made with Police, the licensee, the Manager on duty, staff member or security are required to record the details of the Police Officer spoken to in the Restaurant premises Incident Register.

Drink spiking is often difficult to detect. Below are some things to look out for and what to do:

- Any occurrences of a person(s) escorting out an obviously affected and lone person. Ask questions and engage in conversation with the person escorting the affected patron away, asking for their name, where they are heading to, etc. – contact management about any person who goes to length to remain anonymous.
- An affected person may need medical attention. Arrange that medical attention.
- Any affected person will need to get to a safe place, which may be theirs or a friend's place. Ensure people who are showing signs of intoxication are looked after by their friends and not leave them in the company of the person who may have spiked their drink.
- Contact the Police and thoroughly document the incident in the restaurant premises Incident Register.

9.3 Fire Safety

- The Licensee shall ensure that all essential services installed at the premises are certified and shall ensure that they remain in good working order at all times.
- In the event of any malfunctioning of any essential service the Licensee shall ensure that it is rectified as soon as possible.
- Lists of the telephone numbers of all relevant emergency agencies shall be kept near telephones.

- All managers and other permanent staff will be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the restaurant premise. In the event of an emergency, staff and security are to direct patrons to the exits and away from the restaurant premise. The manager is to engage with the supervisor for each level progressively from the top to the bottom, ensuring the premises are vacated.

10 Site Maintenance

10.1 Cleaning

Staff will ensure as far as practical that the premises is kept in a clean and tidy condition both internally and externally. Cleaning of both internal and external areas of the venue will be undertaken by cleaning staff. Graffiti will be removed as soon as possible.

10.2 Waste Management

Waste will be managed in accordance with the Operational Waste Management Plan, prepared by Elephants foot as part of the Development Application. Staff will separate general waste and recyclables. Waste and recycling bins will be located in the garbage room in the basement and will be clearly labelled and identifiable. In accordance with relevant health guidelines, bin rooms will be cleaned by staff with Personal Protective Equipment (PPE).

11 Amendments to this Plan

This PoM is a dynamic document and therefore will be reviewed on a regular basis by the Licensee and Management. If it becomes evident that modification to the PoM is required for operational and management improvement or compliance, the relevant changes will be made and consultation undertaken with NSW Licensing Police and Northern Beaches Council (as relevant). The most current version of this PoM must be made available to NSW Police and Liquor & Gaming NSW Inspectors upon their request.