

PLAN OF MANAGEMENT

PACKAGED LIQUOR LICENSED VENUE



**PROPERTY: 18/1-3 MOORE ROAD
FRESHWATER NSW 2096**

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PLAN OF MANAGEMENT

Introduction

This Plan of Management (PoM) has been prepared in response to the Development Application for the internal fit out for use as a packaged liquor licensed venue.

Purpose of Plan

The Management Plan has been prepared for the packaged liquor licensed venue and considers relevant safety and security issues in order to ensure the safety of staff and patrons.

Implementation of this Management Plan will ensure that the licensed venue provides a safe and secure environment for both employees and patrons in compliance with the relevant controls of Warringah Development Control Plan.

All staff, as part of the induction process, will be required to be familiar with this plan of management. A regular 'refresher' course for staff will be undertaken at not less than six monthly intervals or more often if required by changes to the Management Plan.

Performance Review

The Plan of Management will be regularly reviewed at not less than yearly intervals to reflect any operational changes that need to be implemented.

Staff will be actively encouraged to add their suggestions for the continued improvement of the Management Plan.

Amenity of neighbourhood

The staff and management of the premises shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that adverse impacts do not occur. The operator of the premises will take all reasonable measures to ensure that the behaviour of patrons when entering and leaving the premises does not detrimentally affect the amenity of the neighbourhood. The premises shall operate in a manner so as not to significantly affect the amenity of the neighbourhood by reason of noise and disorderly behavior.

SITE AND LOCATION DETAILS

The premises are located on the upper level of a substantial shopping centre at Freshwater on a main road location and surrounded by other cafes, restaurants, post office, fast food outlets and other mixed commercial businesses. The primary purpose is to operate a dedicated packaged liquor retail outlet.



ORGANISATIONAL OVERVIEW

Operational Hours

- Monday – Wednesday: 3pm - 10pm
- Thursday – Saturday: 1pm – 11pm
- Saturday: 11am - 11pm
- Sunday: 11am - 10pm

All staff will be required to hold a current RSA certificate and be informed of the venues House Policy

NOISE MITIGATION & MANAGEMENT

Our aim is to create a boutique style package liquor outlet which will have minimal or no emission of noise due to its location, size and scale. The facility is also located immediately adjacent to the Stowaway licensed restaurant.

RESPONSIBLE SERVICE OF ALCOHOL

Responsible Service of Alcohol (RSA) helps control the negative impacts alcohol has on our community. RSA has been part of NSW's liquor laws for more than 100 years.

Presently, it deals with:

- intoxicated minors (anyone under 18)
- alcohol-related violence and crime
- drunk and disorderly patrons
- noise disturbances.

To comply with RSA laws, licensees and venue staff will:

- recognise the signs of impending intoxication
 - not serve anyone who shows these signs
 - not serve anyone who arrives already intoxicated
 - understand the principles of '[standard drinks](#)' and drink driving levels
 - discourage patrons from actions that can harm themselves or others
 - understand the impact of alcohol on our community.
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- All staff will have a valid RSA certificate and training (refer to the description under the Heading NSW Department of Industry – Liquor and Gaming below)
 - The sale of packaged liquor can only be undertaken from the counter identified on the plans located within the 10sqm area for the sale of packaged liquor. No other counter or cash register within the premises can be used for the purchasing of liquor
 - The licenced area for the sale of liquor must be secured when not in use to prevent members of the public accessing the area
 - It is the responsibility of every staff member to ensure that they do not allow alcohol to be supplied/sold to persons under aged on the premises. Customers suspected of being under the age of 18 years are to be asked to provide approved documentary proof of age (Drivers Licence, Proof of Age Card, Passport)
 - The sale of liquor to an intoxicated customer as per the RSA requirements is not allowed
 - A complaints register shall be kept under the counter to handle any complaints received from a customer or members of the community. All complaints are to be dealt with in a sympathetic manner and immediately brought to the attention of the licensee in charge.

The complaints register will operate regarding any complaints associated with the operation of the premises. The complaints register will include the following:

- Complaint date and time
- Name, contact and address details of persons(s) making the complaint
- Nature of complaint
- Name of staff on duty
- Action taken by premises to resolve the complaint.

Security cameras will be installed within the premises and will monitor all indoor activities.

CLEANING

General cleaning of the interior and exterior will take place during normal business hours so as to not cause disturbance albeit in a commercial area.

GENERAL AMENITY

Staff training will include familiarisation with this Plan of Management. Any complaints regarding our operation will be taken seriously and handled appropriately. Whilst we don't anticipate any issues an incident log will be maintained of all reported incidents. We will fully cooperate with the complainants to resolve the issues raised and liaise with any external bodies including licensing police or council, where necessary.