

From: [Chris Drummer](#)
To: [Council Northernbeaches Mailbox](#); [Anaiis Sarkissian](#)
Cc: [Councillors](#)
Subject: CPCP Inc submission. Proposed Development DA 2024/0967 The Pasadena, 1858 Pittwater Rd Church Point (the "DA")
Date: Monday, 2 September 2024 4:17:20 PM
Attachments: [Pasadena Plan of Management 2nd June 2022.docx](#)

Dear Ms Sarkissian,

Attached please find the Pasadena Plan of Management dated 2nd June 2022, being Appendix A of the Church Point Community Projects Inc (CPCP) submission dated 2nd September, 2024, with respect to DA 2024/0967 The Pasadena, 1858 Pittwater Rd Church Point.

Kind Regards

Chris Drummer
President
CPCP Inc

From: Chris Drummer <chrisdrummer@bigpond.com>
Sent: Monday, 2 September 2024 2:01 PM
To: 'council@northernbeaches.nsw.gov.au' <council@northernbeaches.nsw.gov.au>; 'anaiis.sarkissian@northernbeaches.nsw.gov.au' <anaiis.sarkissian@northernbeaches.nsw.gov.au>
Cc: 'councillors@northernbeaches.nsw.gov.au' <councillors@northernbeaches.nsw.gov.au>
Subject: CPCP Inc submission. Proposed Development DA 2024/0967 The Pasadena, 1858 Pittwater Rd Church Point (the 'DA')

Dear Ms Sarkissian,

Attached please find Church Point Community Projects Inc (CPCP) submission with respect to DA 2024/0967 The Pasadena, 1858 Pittwater Rd Church Point.

CPCP is a unique, cross-representational community group whose membership includes both on and offshore residents. CPCP's committee members reside at Church Point, Bayview, Scotland Island and the Western foreshore.

Kind Regards

Chris Drummer
President
CPCP Inc



Plan of Management

Pasadena Sydney

1858 Pittwater Road, Church Point

Prepared by **Tony Schwartz**
Director and Lawyer
2 June 2022

bsv
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Liquor Licensing Specialists

OBJECTIVES

1.1 This Plan of Management (**the Plan**) outlines the responsible sale of alcohol pursuant to the on-premises licence, licence number LIQO600462049 (**the Licence**) known as Pasadena Sydney attached to premises at 1858 Pittwater Road, Church Point (**the Premises**).

1.2 The Licence is endorsed with the approved business activity of “*restaurant*”. This means the Licence permits the sale and/or supply of liquor for consumption on the premises in association with the provision of a meal consumed at the Premises.

1.3 It is proposed that the Licence be endorsed with the new business activities of *catering services*

and *accommodation*, which would allow the Licensee to cater to on-site functions, occasions and events or provide a service to residents and their guests staying in the accommodation associated with the Premises.

1.4 This Plan has been prepared to ensure the Premises operates in compliance with: -

- (a) The conditions endorsed on the Licence,
- (b) The applicable planning approval(s) that apply to the Premises, and
- (c) The NSW 2007 *Liquor Act* (**the Act**) and the NSW 2018 *Liquor Regulation* (**the Regulation**).

1.5 Staff will take part in an induction process at the time they commence employment at this Premises. The induction process will include the staff member being provided with a copy of:-

- (a) the Licence,
- (b) this Plan,
- (c) the New South Wales Police Force’s *Crime Scene Preservation Guidelines for Licensed Premises*, and
- (d) the NSW Liquor and Gaming’s (**L&G**):-

☐ *Intoxication Guidelines*; and

☐ *Liquor Promotion Guidelines*.

or any updated versions of these documents.

Staff will sign a sheet acknowledging that they have read these documents and understand their implications.

1.6 The documents referred to in c) and d) in the above paragraph are referred to in this document

as the Guidelines. This document does not repeat the information in the Guidelines because they provide a comprehensive, legally binding and industry standard guide to be followed.

1.7 The objectives of this Plan are to ensure that:-

(a) The Premises is effectively managed at all times,

(b) alcohol is always served responsibly at the Premises, and

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(c) the operation of the Premises does not impact detrimentally upon or detract from the amenity of the neighbourhood.

1.8 If there is any conflict between the provisions of this Plan and the Objectives, then the conflict

will be resolved in such a way to best achieve the Objectives.

1.9 This Plan will be kept in a readily accessible place at the Premises and will be made available to

all persons involved in its management. It will be made available for inspection by the Police, Inspectors of the L&G or the Council, upon receipt of a request.

1.10 All persons involved in the operation of the Premises will familiarise themselves with this Plan

and the Licence conditions to ensure those terms are understood and complied with.

2. OPERATING PROCEDURES – BUSINESS ACTIVITY OF “RESTAURANT”

2.1 The Licensee has implemented many policies and procedures to ensure the better management of the Premises – they include: -

(a) A Host greeting patrons at the front counter of the Premises. The Host will provide the customer (or group of customers) with a menu and advise them where they can sit at the Premises. In the alternative they will be escorted to a table.

(b) The alfresco area associated with the Premises will be monitored by the Duty Manager.

The Duty Manager will:-

☐ be readily identifiable to patrons,

☐ supervise staff and business operations of the Premises,

☐ communicate and give directions to floor staff,

☐ make patrols of the interior of the Premises,

☐ ensure the primary purpose of the business is always met, and

☐ otherwise ensure there is compliance with the matters identified in this Plan.

(c) The Premises may be supervised by electronic means such as Mobile iPad POS systems, allowing the Duty Manager to monitor food and liquor consumption and the order and

pay system within the alfresco area.

(d) The Duty Manager together with other floor staff will monitor guest entry points from the public area into the alfresco area.

(e) Orders for meals and beverages will be taken either by: -

☐ The use of a QR Code (available at each table), or

☐ By the customer attending at the service counter at the Premises.

(f) All tables will be numbered (or the customer will be given a number at the time of placing their order) so tables can be easily identified.

(g) The customer's food and beverage orders will be delivered to their table by a staff member.

2.2 The Host will monitor patrons entering and exiting the Premises, whilst the Duty Manager will

supervise customers when at their table at the Premises.

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2.3 Each seating position at the Premises is sufficient to allow a meal to be reasonably and comfortably consumed at that position.

2.4 The Licensee acknowledges that the outdoor area identified with a green broken line on the plans approved by the L&G is unlicensed. Therefore staff or security are to monitor this space to ensure no alcoholic drinks are consumed in that space.

3. OPERATING PROCEDURES – BUSINESS ACTIVITY OF “CATERING SERVICES”

3.1 This business activity relates to when occasions, functions and events are held at the Premises.

Food of a nature and quantity consistent with the responsible service of alcohol will be available

whenever the Licence is being exercised. All occasions, functions and events will be prebooked.

3.2 If more than 100 persons are anticipated, then from 30 minutes before the commencement time until at least 30 minutes after the function, occasion or event ends or until the last person has left the vicinity of the Premises (whichever occurs later), one licensed security person is to be on duty for every 100 patrons (or part thereof) who are present at the Premises at that time.

3.3 When security is provided and depending on security numbers their duties may include: -

a) Assist the Duty Manager in the supervision of the Premises,

b) Check ID of customers (where necessary).

- c) Count the number of patrons in the Premises.
- d) Patrol all areas of the Premises including toilets to assess patron behaviour and alcohol intake.
- e) Remove patrons if they are intoxicated, violent, quarrelsome, disorderly or behaving in a way that is not befitting to the environment of the Premises or if behaving in a way that causes the Licensee to commit an offence.
- f) Talk to patrons as security rounds are done to assess patron behaviour.
- g) Monitor and patrol the immediate vicinity of the Premises. For the purposes of this plan the term “immediate vicinity” shall be a patrol area not greater than 50 metres of the Premises.
- h) Monitor patron behaviour until all patrons have left the vicinity of the Premises and take all practicable steps to ensure the quiet and good order of the neighbourhood is not disturbed.
- i) Report to the Duty Manager if there are any matters of concern.

3.4 For major events like New Years Eve (where security is required) the Licensee will station external staff around the Premises and the car park to ensure the safety of patrons and minimise noise.

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4. OTHER OPERATING PROCEDURES

4.1 The Licensee will ensure that alcohol is served responsibly and in accordance with the Act, Regulation and this Plan.

4.2 The Licensee will ensure that all staff involved in the sale, service and supply of liquor hold a valid Responsible Service of Alcohol (**RSA**) Competency Card or Interim Certificate (as the case may be).

4.3 The Licensee will ensure that a copy of the RSA Competency Card and/or Interim Certificate for each staff member engaged in the sale, supply or service of alcohol is kept at the Premises and is available for inspection on request by a Police Officer, Council Inspector or L&G inspector.

4.4 All staff who hold an RSA Competency Card must ensure: (a) the original of the Card is kept on

their person whilst working at the Premises to allow its production to a Police Officer or Special

Inspector if requested; or (b) details of it can be accessed via the *Service NSW App* with a smart phone or tablet (i.e. a digital copy).

4.5 Staff are to ensure customers drink responsibly. It is an offence to sell or supply liquor to any person who is in a state of intoxication. A “state of intoxication” is where that person’s behaviour, balance, speech and coordination are **noticeably** affected through the consumption of intoxicating liquor.

4.6 The Licensee and staff will ensure that intoxication is prevented from occurring at the Premises

through compliance with the House Policy including: -

- (a) Providing non-alcoholic beverages at the Premises,
- (b) Providing free drinking water, and
- (c) Refusal of service to patrons showing signs of intoxication.

4.7 Staff will: -

- (a) Monitor the behaviour of customers. Patrons exhibiting signs of approaching a state of intoxication are to be offered an alternative to drinking further liquor, such as soft drinks or water. Any person exhibiting signs of intoxication will be refused service and staff will inform the customer that the law does not allow them to continue to be served alcohol.
- (b) Ensure that a person under 18 years of age does not purchase liquor or have liquor purchased on their behalf. In this regard staff will: -

☑ Request proof of age identification from any person that they suspect is not 18 years or above. Acceptable identification includes: a driver or rider licence or permit issued by an Australian State or Territory or any foreign country; a NSW Digital Driver Licence; an Australian or other passport; a NSW photo card; a Proof of age card issued by a public authority of the Commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age; or a keypass (over-18) identity card issued by Australia Post.

☑ Know the features to check when presented with a proof of age identification to ensure the person is 18 years of age or over and the document is bona fide.

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Remember that photo cards, driver licences, passports, and Keypass identity cards can be issued to persons under 18 years of age.

❑ Refuse service to any person who has been requested, but cannot produce, proof of age identification.

❑ Be conscious of potential secondary purchase situations.

(c) Assist the Licensee in identifying potential problems, including the reporting of any concerns/issues to the Approved Manager or Duty Manager for appropriate action.

5. HOUSE POLICY

5.1 The House Policy of the Licence and Premises (as set out below) will be made known to all staff.

In the interests of patron and staff safety, the Licensee has adopted practices to ensure the responsible service of alcohol. Therefore, it is the policy of the Premises to:

(a) Prevent underage drinking by requiring proof of age be provided by any person requested to do so, particularly any person who appears to be under the age of 25 years.

(b) Prevent intoxication by recognising the signs of intoxication and refusing service to a patron who reaches this point.

(c) Ensure that low alcohol and non-alcoholic beverages are available at all times the Premises is open for trade.

(d) Ensure promotions are not conducted at the Premises which will result in binge drinking or excessive consumption.

(e) Prevent disruptive and/or anti-social behaviour of customers within and when leaving the Premises.

(f) Educate staff in respect of Responsible Service of Alcohol and this House Policy.

(g) Ensure the noise from the operation of the Premises does not unduly affect any residence or business located in the vicinity.

(h) Ensure the operation of the Premises does not result in an increase in the litter or odours experienced in the vicinity of the Premises.

6. AMENITY OF NEIGHBOURHOOD

6.1 At all times the Licensee shall consider the amenity of the neighbourhood of the Premises and

take all reasonable measures to ensure all activities do not cause an adverse impact.

6.2 The intensity of the Premises is generally not anticipated to generate queuing or require crowd

management. However, staff will ensure that if there is any queuing that it is carried out in a

controlled way.

6.3 The Licensee shall take all reasonable measures to ensure the behaviour of the staff and patrons

when entering or leaving the Premises does not detrimentally affect the amenity of the neighbourhood. Management shall be vigilant to ensure patrons leave the Premises and its vicinity in a quiet and orderly manner.

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6.4 Staff will assist in arranging (promptly and without charge) taxis/ ubers or alternate public transport to collect any patron from the Premises when he or she requests such service.

Arrangements will be made for the transport to collect the patron directly in front of the entrance to the Premises.

6.5 The events team will provide assistance to arrange coach services for larger group bookings to

assure clearing the area in a timely manner. Water taxis and Church point ferry will also provide assistance with transporting people by water.

6.6 Except low volume background music, all music (amplified or otherwise) will cease at 10.00pm

on Sunday evenings; 11.00pm on Monday to Saturday; and 12.30am on New Years Eve, with all external doors being closed at 9:30pm when live music is played through an amplified system.

The Premises will have all external speakers turned off by 10:30pm nightly.

6.7 After 10:00pm, the Licensee shall assign staff to assist in ensuring patrons leaving the Premises

and its vicinity, do so promptly and quietly.

6.8 If any staff member receives a noise complaint on any given day, then they are to deal with it in

a professional and respectful manner. All complaints are to be handed on to a manager where possible to address. Managers are to record all information in the Incident Register [Section 7].

6.9 The Premises will otherwise comply with the specific noise restriction conditions endorsed on

the Licence.

7. COMPLAINT HANDLING

7.1 The Premises shall maintain an Incident Book detailing: -

☑ Any incidents at the Premises as described by this Plan,

☐ Any complaints made directly to the management or staff of the Premises by local residents or business people about the operation of the Premises or the behaviours of its patrons, and

☐ Any visits by any law enforcement personnel noting their agencies, departments, badge numbers, reasons for the visits and results of the visits.

7.2 As to complaints, the Incident Book shall note the date and time of the complaint; nature of the

complaint, address and contact details of the complainant; and any actions proposed to deal with the complaint. A note of the complaint and whether it has been, or needs to be, followed up is to be made in the day diary.

7.3 All complaints are to be responded by management within 48 hours of a complaint being made

if the complaint was not made to management in the initial call.

7.4 The incident book is to be reviewed weekly by the Licensee (or the Approved Manager, as the case may be) to ensure that complaints, where possible, are being dealt with.

7.5 Any recurring complaints should be dealt with, if attributable to the Premises, through new management procedures and incorporated into this Plan.

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7.6 The Licensee shall make the incident book available for inspection by Council and the Police on

reasonable notice.

8. THE UPDATE OF THIS PLAN

8.1 The Licensee will review and update (for the better management of the Premises) this Plan when it is deemed warranted.