

PLAN OF MANAGEMENT

FOR OPERATIONS OF

FORESTVILLE RSL CLUB LTD AND INDEPENDENT LIVING UNITS

22 MELWOOD AVENUE, FORESTVILLE. NSW 2084

June 2025

CONTENTS

PART 1	INTRODUCTION
PART 2	OPERATIONAL DETAILS
PART 3	USE OF PLAN OF MANAGEMENT
PART 4	OPERATIONAL REQUIREMENTS
PART 5	SIGNAGE
PART 6	AMENITY OF THE NEIGHBOURHOOD
PART 7	DELIVERIES AND WASTE MANAGEMENT
PART 8	NOISE
PART 9	RESPONSIBLE SERVICE OF ALCOHOL
PART 10	RESPONSIBLE CONDUCT OF GAMING
PART 11	SECURITY MEASURES
PART 12	COMPLAINT HANDLING
PART 13	CCTV SURVEILLANCE
PART 14	OTHER RELEVANT MEASURES
PART 15	TRANSPORT OF PATRONS
PART 16	INTERFACE BETWEEN CLUB AND INDEPENDENT LIVING UNITS
PART 17	AMENDMENT TO PLAN OF MANAGEMENT

ATTACHMENTS

Appendix	A	Liquor Licence LIQC300227332
Appendix	B	Development Consent
Appendix	C	NSW Police Requirements

PART 1 INTRODUCTION

- 1) The purpose of this Plan of Management (the “POM”) is to establish performance criteria for various aspects of the operations of the Forestville RSL Club Ltd (“the Club”) and the associated Independent Living Units (ILU’s) to ensure that the uses co-exist in harmony and will not give rise to unacceptable or unmanageable impacts on the environment or the amenity of neighbouring properties.
- 2) A copy of this Plan shall always be available on site and produced for inspection upon request by Police, Council Officers, or Special Inspectors.
- 3) A copy of the Liquor Licence (LIQC300227332 – see Appendix A) will be kept on-site and produced upon a request by Police or Council Officers or Special Inspectors.
- 4) The Development Consent (Appendix B) will be kept on-site and produced upon a request by Police or Council Officers or Special Inspectors.

PART 2 OPERATIONS DETAILS

- 5) The primary use of the Club is as a multi-faceted, safe, family-friendly, local club with broad appeal. The sale of liquor is overwhelmingly for on-premises consumption. We also offer meal options, function and event facilities and free-of-charge meeting room facilities for local sporting, welfare, and community groups. With a dining facility operating daily, the restaurant offers an extensive range of quality, affordable meal options for patrons. The Club also offers 100 Electronic Gaming Machines for the use of patrons over the age of 18.
- 6) The management of the ILU’s will be overseen by the ILU Liaison Committee reporting to the Forestville RSL Club Board. This committee will be responsible for ensuring that appropriate resolution of any complaints or land use conflicts associated with the operation of the Club and ILU’s.
- 7) The Club is responsible for the maintenance of all common property including communal open space and landscaped areas within the Club and ILU areas of the development site.
- 8) This Plan incorporates a community complaint section to deal with any complaints as to noise or the behaviour of Club patrons or staff. See Part 12 of this Plan for more information.
- 9) While our Liquor Licence allows unrestricted trading hours the current, Club trading hours are: -
 - Sunday-Wednesday 11.00 AM – 12.00 AM
 - Thursday – Saturday 11.00 AM – 3.00 AM

- 10) The development will operate in accordance with the recommendations contained within the Noise Impact Assessment (Revision 5) dated 20/5/2025 prepared by Acoustic Logic a copy of which is retained in the Club at all times and is available upon request.
- 11) Current trading hours (listed above) may vary seasonally or subject to the needs of the business but will always comply with our Liquor Licence.
- 12) The Club will have employed at any one time, between one (1) and forty (40) contractors and/or members of staff.
- 13) The Club will adopt appropriate protocols to manage the relationship between the ILU's and the gambling facilities on the site to minimise harm associated with the misuse and abuse of gambling activities by residents of the seniors housing.

PART 3 USE OF PLAN OF MANAGEMENT

- 14) The Club and ILU's must always be operated in accordance with this Plan of Management.
- 15) This Plan of Management will form part of the formal Staff Induction Program which is compulsory for all staff. Employees are unable to commence their employment until acknowledgement of onboarding documents is completed. This is embedded in our digital onboarding program which it is mandatory for a new employee to complete, and the system does not allow them to be rostered until completed. Additionally, it is the responsibility of departmental, hiring managers to guide new employees through the orientation process covered in this Plan of Management.
- 16) The Club premises shall be operated in accordance with the provisions of this POM, applicable legislation and licence conditions.
- 17) Police are to be notified as soon as practicable by Management should any difficulty requiring their authority and expertise be experienced by staff in the carrying out of their duties listed in this Plan.
- 18) Management is to liaise on a regular basis with Police on matters relating to any identified operational & security concerns.
- 19) The Licensee is an active member of the Local Liquor Accord and will continue to maintain that membership.

PART 4 OPERATIONAL REQUIREMENTS

- 20) The Club Licensee and all staff, including contracted security personnel, will make themselves familiar with, and at all times comply with, the conditions as listed on the Forestville RSL Club Ltd Liquor Licence.

- 21) The Club Licensee shall ensure all new employees, including contracted security personnel, are informed of the contents and requirements of the 'Plan of Management', at the commencement of their employment.
- 22) The Club Licensee shall ensure all staff are aware of their responsibilities regarding the responsible service of alcohol and prevention of intoxication through proactive managerial supervision.
- 23) The Licensee or Manager is to ensure the Club is under their supervision at all times and is to ensure adequate staff are rostered to ensure the safe and compliant operation of the Club at all times.
- 24) The Licensee or Manager on duty is to ensure that regular patrols of the Club are conducted to identify and address any issues relating to intoxication, anti-social or violent behaviour, and patron/employee safety. Patrols are to include areas within the Club, basement carpark, and outer perimeter of the Club.
- 25) Management will continually monitor patron numbers within the premises to ensure manageable numbers, and the safety of said patrons, is maintained.

PART 5 SIGNAGE

- 26) All signage required under the Liquor Act 2007 shall be displayed in the appropriate places.
- 27) Signage relating to the use of CCTV surveillance cameras will be placed at the entrance and exit of the Club.
- 28) The Licensee will ensure that the required internal signage is erected and maintained at all times.
- 29) A sign will be erected at the Main Entrance of the Club stating the Name of the Club, Type of Liquor Licence, and the Licensee's Name.
- 30) Signs, clearly visible to patrons, are to be affixed at the exits to the Club requesting patrons of the need to leave the Club and the immediate vicinity quickly and quietly.
- 31) The Courier/ delivery parking spaces located adjacent to the entrance to the development are to be appropriately signposted with a maximum 10 minute time limit to ensure that they are available at all times for their intended use.

PART 6 AMENITY OF THE NEIGHBOURHOOD

- 32) At all times, the licensee of the Club shall consider the amenity of the Club's neighbours and the ILU's within the development site and shall take all reasonable measures to ensure that impacts adverse to the amenity of the surroundings do not occur.
- 33) Initiatives to minimise the impact on the local community:
 - a) Regular consultation with local neighbours

- 34) Providing a direct phone line to management on duty during trading hours, and email and contact details for the Club on our website.
- 35) Security staff will be briefed to discourage patrons access into nearby residential areas. The venue's security staff will abide by its Liquor Licence conditions, clean up glassware and regularly patrol the immediate area around the Club.
- 36) The management of the premises:
- a. Shall ensure patrons do not crowd or loiter in the vicinity of the premises in such manner that pedestrian movement is obstructed or hindered.
 - b. Shall ensure that the manner in which the business of the premises is conducted and/or the behaviour of persons entering and leaving the premises does not cause undue disturbance to the amenity of the neighbourhood. In this regard, the management shall be responsible for the control of noise and litter generated by persons and/or premises operations. If so, directed by Council, the Management is to employ private security staff to ensure that this condition is complied with.
 - c. Automatic door closers are to be utilised on all main doors to the Club after 10.30 pm with no alcohol to be consumed within any outdoor area after 10.30pm. The outdoor dining area will be only available until 10.00 pm.

PART 7 DELIVERIES AND WASTE MANAGEMENT

- 37) All waste shall be stored in designated refuse areas. Collection of residential waste will be by the Council and shall occur between the hours of 7am and 5pm weekdays.
- 38) The licensee shall ensure deliveries occur between 7am and 9pm Monday to Saturday and 8am to 9pm Sundays and public holidays.
- 39) The car parking area shown on the approved drawings must be used for vehicle parking only. Loading and unloading of vehicles and delivery of goods to the land, including the delivery of kegs, must be carried out within the site. Any loading or unloading of material or potential environmental damage must be appropriately bunded with adequate spill response equipment in place to ensure nil run off from the site.
- 40) Kegs shall be delivered via the Club's Delivery Dock between the hours of 7am to 5pm, Monday to Saturday.
- 41) Management is to ensure that the courier/ delivery parking spaces located adjacent to the entrance to the development are appropriately signposted with a maximum 10 minute time limit to ensure that they are available at all times for their intended use.

PART 8 NOISE/ LIGHT SPILL

- 42) The development will operate in accordance with the recommendations contained within the Noise Impact Assessment (Revision 5) dated 20/5/2025 prepared by Acoustic Logic a copy of which is retained in the Club at all times and is available upon request.
- 43) Operable walls within RSL club operations are to be closed after 10pm.
- 44) Music sound limiters are to be installed for any amplified music systems (other than low level (<70 dB(A)) background music systems).
- 45) All amplification equipment is centrally controlled and not accessible to the public. It is the responsibility of the manager on duty to ensure all equipment is checked to ensure noise emanating from the Club, from entertainment, is in line with license conditions.
- 46) No music is to be played in outdoor areas from 10pm onwards. All external entertainment must cease by 10pm.
- 47) A Club staff member must monitor the alfresco areas within the Club from 10:00pm until close of business to monitor and manage noise emissions from patrons.
- 48) In the event of shouting, singing or unruly behaviour occurs within alfresco areas a verbal warning is to be given, where this is not complied with or the shouting, singing or unruly behaviour re-occurs by the patron(s), the Club staff member must request that the patron(s) immediately leave the Club.
- 49) All outdoor dining areas (excluding alfresco gaming areas) vacant after 10pm, except for minor patron numbers for smokers. Gaming machine noise levels are to be limited, particularly after 10pm.
- 50) The licensee will take all reasonable measures to ensure that the behaviour of staff and patrons when entering or leaving the Club, does not have a detrimental effect on the amenity of the neighbourhood.
- 51) Any lighting on the site shall be installed and maintained to ensure no adverse impact on the amenity of the surrounding area by light overspill. All lighting shall comply with AS 4282-1997 Control of the obtrusive effects of outdoor lighting.

PART 9 RESPONSIBLE SERVICE OF ALCOHOL

- 52) All provisions with this Part 9 'Responsible Service of Alcohol' are subject to change at the discretion of Licensee or following legislative change. If any of the following operational restrictions are amended, removed or withdrawn from the Liquor Act, Liquor Regulation 2008 or Guidelines from the Department of Justice or at the discretion of the Licensee, they will no longer be required to be observed and may be taken to have been amended or deleted (as the case may be) from this Plan of Management without the need for consultation or approval from any statutory authority.
- 53) All Club management, staff and security are required to have completed an approved Responsible Service of Alcohol Course, facilitated by an accredited RSA course provider, and are to be diligent in enforcing RSA and harm minimisation practices while on duty.
- 54) The licensee shall take all reasonable steps to prohibit or restrict activities (such as promotions or discounting) that could encourage misuse or abuse of liquor (such as binge drinking or excessive consumption).
- 55) Free tap water shall always be available when the Club is open and trading.
- 56) Alcohol consumption by all patrons of the Club shall be actively supervised by the Licensee/Management/Staff of the Club.
- 57) Low alcohol beer and non-alcoholic beverages must be available at all times when full-strength liquor is available.
- 58) The Club will not permit intoxication or any indecent, violent or quarrelsome conduct on the Club premises. Any patron causing such disturbance shall be refused service and asked to leave the Club.
- 59) If the person is considered to be intoxicated, he/she will immediately be asked to leave. If that occurs, they will be required to move 50 metres from the venue and not be permitted re-entry for 24 hours.
- 60) No person under the age of eighteen (18) years shall be permitted in the restricted areas of the Club. Production of photographic identification will be required of anyone who appears under the age of 25. The only acceptable proof of age identification shall be in accordance with the Liquor Act 2007 and Liquor Regulations 2008.
- 61) When Security Guards are not engaged, Club staff will conduct regular patrols of all areas of the Club to ensure no patron is showing signs of intoxication or stockpiling drinks.
- 62) Club staff will not serve any alcoholic beverage to any person who exhibits signs of approaching intoxication.
- 63) Club staff will not, as far as is practicable, allow any person to enter the Club who is showing signs of intoxication.

- 64) The licensee shall not permit the smoking of tobacco products in the Club apart from in the designated smoking area.
- 65) The venue shall keep and maintain a digital incident book at the Club. The incident book will conform with the requirements specified – from time to time – by Liquor and Gaming NSW pursuant to section 56 of the Liquor Act 2007.

PART 10 RESPONSIBLE CONDUCT OF GAMING

- 66) The Board and management of the Club are committed to providing a safe and responsible venue for all patrons in the delivery of gambling products. We acknowledge our role in ensuring that our members and patrons 'wellbeing' is paramount in the conduct of our operations.
- 67) The Club's Gaming Plan of Management (see Attachment C) outlines the initiatives taken by the Club to be a responsible leader within the community. The Club is focused on its commitment to the Clubs NSW Gaming Code of Practice, harm minimisation and reducing the impact that gaming related products can have on individuals and the wider community.
- 68) Gaming machines are located within a designated Gaming Room with mandatory signage displayed at all entrances.
- 69) Gaming machine signage is checked and documented daily.
- 70) All machines have been authorised and are connected to the Central Monitoring System, which regularly monitors all machine activity. Service technicians monitor the operation of this system daily to ensure connectivity across the floor.
- 71) All members of the Board have already, or will within the prescribed period, complete the Responsible Gambling Board Oversight Training.
- 72) All senior management, duty managers, Supervisors and Gaming Supervisors have completed the Advanced Responsible Conduct of Gaming Training. The Duty Manager on duty will always have the responsibility of being the dedicated Responsible Gambling Officer and all issues must be reported directly to them.
- 73) The Club will adopt appropriate protocols to manage the relationship between the seniors housing and the gambling facilities on the site to minimise harm associated with the misuse and abuse of gambling activities by residents of the ILU's.

PART 11 SECURITY MEASURES

- 74) The licensee shall require any Reception and Security personnel employed by the Club or the Club's appointed contractor to undertake a venue induction.
- 75) Reception and Security personnel will be dressed in uniforms provided to them by the Club, or security firm that the licensee has engaged to provide security services.
- 76) Reception staff and Security Guards will fill in a timesheet (start and finish times) which is to be checked by the manager/licensee on duty.
- 77) A Reception staff member will be positioned at Club reception for all hours of operation. Additional Security personnel will be introduced at peak trading times and may be positioned at the front door. All are required to greet guests, assess signs of intoxication of entering guests, check identification, membership status and manage the overall capacity of the venue, communicating to management regularly of the total number of people on the premises. In peak periods management is to take necessary measures to ensure the Melwood Avenue entry is the only entry point to the premises.
- 78) Reception staff, Security, management, or staff in charge of headcounts, depending on their position, will use a digital hand tally counter to calculate the number of patrons in any given area.
- 79) Reception staff and Security Guards will report to the manager/licensee/supervisor to obtain a briefing on any specific duties to be addressed before commencing duty.
- 80) Reception staff and Security personnel will ensure that persons entering the Club are suitably attired in accordance with the Club's dress code which shall require patrons, at least, to be neatly dressed in casual wear and with footwear.
- 81) Reception staff, Security guards and management will note details of any incidents which required intervention by security guards within the Club or in the vicinity of the Club for inclusion in the Club's digital incident register.
- 82) Prevent patrons from entering the Club with alcoholic drinks.
- 83) Monitor all bars, smoking sections and toilets on a regular basis.
- 84) In the event of an incident, clearly identify themselves as appointed Club staff or security personnel and attempt to rectify the problem.
- 85) Security Guards will assist the licensee or management in removing patrons from the Club. Patrons are only to be asked to leave at the direction of management. Forced removal from the Club must only occur at the direction of the management and with reasonable force only. Immediate hands-on action may be used in self-defence or in the defence of another patron.
- 86) Remain at the Club for 30 minutes after closing time to maintain safety and security.

- 87) When patrons are leaving the Club in peak periods on a Friday & Saturday night, a security guard will be deployed to manage the Club Entry/Exit, informing people to wait and be picked up at a designated area outside the Club. It is their role to discourage exiting patrons from congregating or loitering in front of the Club if they are not waiting for travel options and urge people to move along quickly and quietly.
- 88) Club staff and/or Security is to conduct regular patrols of the Club to identify and address any issues relating to intoxication, anti-social or violent behaviour, and patron/employee safety. Patrols are to include areas within the club, carpark, outer perimeter and within 50 meters of the Club including, but not limited to, North & South along Melwood Avenue and the carpark area to the South of the Club. Rostered, Security patrols are to commence at 7:00 pm and continue until the last patron has left the Club vicinity.
- 89) Security guards are to assist in the dispersal of patrons to ensure a risk-free environment whilst patrons are being directed away from the venue.
- 90) The licensee must arrange for security personnel with ratio of no less than 1 security officer per 100 patrons or part thereof every Thursday to Sunday from 6.00pm until close of business and security are to provide for half an hour after close of business and security personal to patrol the licensed area regularly patrol all licensed areas.
- 91) Immediately after the person in charge of the Licensed Premises become aware of an incident involving an act of violence causing an injury to a person on the premises, the person must:
- a. Take all practical steps to preserve and keep intact the area where the act of violence occurred.
 - b. Retain all materials and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by the NSW Police
 - c. Make direct and personal contact with the Local Area Command or his/her delegate and advise the Commander or delegate 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.

PART 12 COMPLAINT HANDLING

- 92) Any resident, member or guest having a complaint about the operation of the licensed Club may advise the licensee, who is to respond as soon as practicable and sympathetically to such complaints.
- 93) Persons wishing to make a complaint should contact the venue on 9451 1011 or communicate through the club's website.

- 94) Staff are to be advised that any complaints received by them are to be brought to the attention of the licensee, or the duty manager, immediately.
- 95) The venue will make a record of all complaints and resolve same to the best of their ability.

PART 13 CCTV SURVEILLANCE

- 96) The Licensee shall maintain a CCTV system that meets the following minimum requirements:
- 1) A camera must be located at the main entrance to the venue and positioned to record any person entering through this entrance. The CCTV recordings of this camera must be sufficient to enable an individual to be identified, beyond reasonable doubt, when:
 - a. the person represents not less than 100% of the screen height, and
 - b. there is an unobstructed view of the person's face.
 - 2) In addition, CCTV cameras must be maintained throughout the premises with camera coverage to specifically record images of the following areas:
 - a. all other public entrances and exits, whether or not in use at the time,
 - b. staircases,
 - c. all portions of the floor area accessible to the public where entertainment is provided,
 - d. toilet external entrances,
 - e. all public accessible areas within the premise excluding toilets
 - 3) Camera views are not to be obstructed by temporary or permanent structures, signage or other impediments.
 - 4) The correct time, date and camera identification must be automatically embedded on all recordings and be able to be read when the image is played back on a different system without interfering with the view of the target area.
 - 5) Recordings should be retained for a period of 30 days before being reused or destroyed. The licensee shall ensure that no person is able to delete or alter any recordings within the 30-day period.
 - 6) When the venue is open and trading, at least one person shall be at the venue that is capable of accessing the CCTV system and is able to immediately review recordings and produce copies.
 - 7) Immediate access to the CCTV system and the ability to review recordings is to be granted to NSW Police, OLGR Inspectors or other regulatory officers upon request.

PART 14 OTHER RELEVANT MEASURES

- 97) The Licensee shall ensure that all essential services installed at the venue are certified annually and that they remain in good working order at all times.
- 98) In the event of any malfunctioning of any essential service, the Licensee shall ensure that it is rectified as soon as possible.
- 99) Each morning clear/clean that section of Melwood Avenue and gutters facing the Club for bottles or any impacts from the Club.
- 100) The Licensee shall ensure that lists of the telephone numbers of all relevant emergency agencies shall be kept at Reception.
- 101) 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 venue. In the instance of an emergency evacuation, staff shall direct patrons to emergency exits.
- 102) All staff are required to undertake First Aid training, from an approved provider, over prescribed periods of time.
- 103) Management procedures are to be reviewed regularly to address on-going matters as they arise.

PART 15 TRANSPORT OF PATRONS AND RESIDENTS

- 104) The licensee shall take all reasonable measures to ensure all transport options are explained to patrons from the Club.
- 105) When patrons are leaving, if requested, they are to be advised of the public transport options including taxi services which the venue will engage.
- 106) When patrons are leaving the venue in peak periods on a Friday and Saturday night, a guard will be deployed to manage the reception area informing people to wait and be picked up at a designated area outside the Club.
- 107) The Club may, at its discretion, provide a shuttle bus service that attends to residents and members/ guests seeking transport options within a 5 km radius of the club.
- 108) The licensee will take all reasonable measures to ensure that the behaviour of patrons when entering or leaving the carparking area does not have a detrimental effect on the amenity of the neighbourhood.

PART 16 INTERFACE BETWEEN CLUB AND INDEPENDENT LIVING UNITS

- 109) The management of the ILU's will be overseen by the ILU Liaison Committee reporting to the Forestville RSL Club Board. This committee will be responsible for ensuring that appropriate resolution of any complaints or land use conflicts associated with the operation of the Club and ILU's.
- 110) Updates and reports on ILU activities/ complaints are to be included in the monthly CEO report to the Board.
- 111) The Club will adopt appropriate protocols to manage the relationship between the ILU's and the alcohol and gambling facilities on the site to minimise harm associated with the misuse and abuse of alcohol and gambling activities by residents of the ILU's.
- 112) The Club is responsible for the maintenance of all common property including communal open space and landscaped areas within the Club and ILU areas of the development site.
- 113) A quarterly resident newsletter will be distributed including information about Club events, community updates, and services.
- 114) Forestville RSL provides or facilitates the following shared services:
- Meals & Dining: Option for ILU residents to dine at the Club or receive prepared meals (subject to capacity and arrangement).
 - Transport: Club bus transport may be made available for shopping trips, and group outings.
 - Maintenance Services: Access to Club-vetted contractors for light property maintenance.
 - Recreation & Wellness: Residents may access facilities like the gym, library, and function areas under a resident access agreement.
 - Emergency Response: Club security staff available after hours to respond to ILU concerns in collaboration with emergency services.
- 115) ILUs maintain financial independence, but shared costs (e.g. insurance, maintenance of common areas) are formalised in Service Level Agreements (SLAs).
- 116) Signage and fencing clearly separate the licensed areas from residential areas to ensure liquor compliance.
- 117) Forestville RSL and ILU management conduct joint fire drills, safety audits, and evacuation exercises.
- An Emergency Management Plan is maintained and reviewed annually.
 - Incident reporting protocols are shared between Club staff and ILU management.
- 118) Annual resident satisfaction surveys will inform improvements to services and communication.
- 119) Bi-annual benchmarking will occur with other NSW RSLs or retirement living providers to identify best practices.
- 120) Continuous professional development for Club staff engaging with ILU residents.

PART 17 AMENDMENT TO PLAN OF MANAGEMENT

- 121) If circumstances and experience show that it is reasonable or desirable to modify any provision of this plan for the better management of the Club, that modification may be made by the Licensee provided the plan continues to comply with the requirements of the Liquor Act and applicable Regulations.
- 122) This Plan and its attachments are also subject to legislative changes to the Liquor Act, 2007 and Liquor Regulation 2008. Where publications of the Department of Justice are revised or withdrawn from its website or where legislative changes occur from time to time, the Plan is to be taken to reflect those changes.

Appendix A - Liquor Licence LIQC300227332

<..\OFFICE MASTER FILE\liquor licences\LIQC300227332-Licence document-20200527.pdf>

Appendix B - Development Consent

For Official Use Only



21st November 2024

Northern Beaches Council

Request for comments on - DA2024/1303- 22 MELWOOD AVENUE, FORESTVILLE
FORESTVILLE RSL CLUB LTD.

Northern Beaches Licensing Police have received a request for comment on the proposed changes to FORESTVILLE RSL CLUB LTD.

The premise holds a current On-Premises liquor licence – LIQC300227332. Police believe that once renovations are complete, the premise will have a larger footprint. Changes to the liquor licence will need to be applied for with liquor and gaming to adjust the licenced premise.

After reviewing DA2024/1303 application, police **do not** object to the changes for FORESTVILLE RSL CLUB LTD.

Police recommend that once works are completed, a new liquor plan of management will be required.

Police request the below conditions for public safety.

1. Plan Of Management

The premise is to operate at all times in accordance with an updated Plan of Management dated October 2024

2. CCTV footage on premises:

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

- 1) A camera must be located at the main entrance to the venue and positioned to record any person entering through this entrance. The CCTV recordings of this camera must be sufficient to enable an individual to be identified, beyond reasonable doubt, when:

Northern Beaches PAC

3 Belgrave Street Manly NSW 2095

T 02 9976 8019 F 02 9976 8090 W www.police.nsw.gov.au

TTY 02 9211 3776 for the hearing and speech impaired ABN 43 408 613 180

TRIPLE ZERO (000)

Emergency only

POLICE ASSISTANCE LINE (131 444)

For non emergencies

CRIME STOPPERS (1800 333 000)

Report crime anonymously

For Official Use Only



NSW Police Force

- a. the person represents not less than 100% of the screen height, and
 - b. there is an unobstructed view of the person's face.
- 2) In addition, CCTV cameras must be maintained throughout the premises with camera coverage to specifically record images of the following areas:
 - a. all other public entrances and exits, whether or not in use at the time,
 - b. staircases,
 - c. all portions of the floor area accessible to the public where entertainment is provided,
 - d. toilet external entrances,
 - e. all public accessible areas within the premise excluding toilets
- 3) Camera views are not to be obstructed by temporary or permanent structures, signage or other impediments.
- 4) The correct time, date and camera identification must be automatically embedded on all recordings and be able to be read when the image is played back on a different system without interfering with the view of the target area.
- 5) Recordings should be retained for a period of 30 days before being reused or destroyed. The licensee shall ensure that no person is able to delete or alter any recordings within the 30-day period.
- 6) When the venue is open and trading, at least one person shall be at the venue that is capable of accessing the CCTV system and is able to immediately review recordings and produce copies.
- 7) Immediate access to the CCTV system and the ability to review recordings is to be granted to NSW Police, OLGR Inspectors or other regulatory officers upon request.

3. Neighbourhood Amenity

- 1) The management of the premises:

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Report crime anonymously



NSW Police Force

- a. Shall ensure patrons do not crowd or loiter in the vicinity of the premises in such manner that pedestrian movement is obstructed or hindered.
- b. Shall ensure that the manner in which the business of the premises is conducted and/or the behaviour of persons entering and leaving the premises does not cause undue disturbance to the amenity of the neighbourhood. In this regard, the management shall be responsible for the control of noise and litter generated by persons and/or premises operations. If so, directed by Council, the Management is to employ private security staff to ensure that this condition is complied with.
- c. The main doors to be closed after 10.30 pm, premises to ensure that no alcohol to be consumed outdoor area after 10.30pm. The outdoor dining area will be only available till 10.00 pm.

4. Crime Scene Preservation

- 1) Immediately after the person in charge of the Licensed Premises become aware of an incident involving an act of violence causing an injury to a person on the premises, the person must:
 - a. Take all practical steps to preserve and keep intact the area where the act of violence occurred.
 - b. Retain all materials and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by the NSW Police
 - c. Make direct and personal contact with the Local Area Command or his/her delegate and advise the Commander or delegate 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.

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CRIME STOPPERS (1800 333 000)

Report crime anonymously

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5. The licensee must arrange for security personnel with ratio of no less than 1 security officer per 100 patrons or part thereof every Thursday to Sunday from 6.00pm until close of business and security are to provide for half an hour after close of business and security personal to patrol the licensed area regularly patrol all licensed areas.

Regards

Constable

Northern Beaches Police Area Command

21/11/2024

Northern Beaches PAC

3 Belgrave Street Manly NSW 2095

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TRIPLE ZERO (000)

Emergency only

POLICE ASSISTANCE LINE (131 444)

For non emergencies

CRIME STOPPERS (1800 333 000)

Report crime anonymously

For Official Use Only