

**Station Hotel**

**VENUE**

**MANAGEMENT PLAN**

136 Church St Parramatta

**November 2021**

Drawn in Consultation with Parramatta Police Area Command

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## **Appendices**

- A     Liquor Promotions Guidelines
- B     Intoxication Guidelines
- C     House Policy

## **Purpose**

1. This Plan of Management is to ensure that the hotel is run at all times in a way that is consistent with good management, does not disturb the quiet and good order of the community, considers the community and meets the requirements and intents of the Environmental Planning and Assessment Act, the Liquor Act and the Gaming Machines Act. It provides a clear, concise and practical framework for the safe and proper management of the hotel.

In this plan, "*vicinity of the hotel*" means any public place within 50 metres of any part of the hotel building.

## **Responsibilities and Requirements**

2. The licensee of the hotel is responsible for the implementation of, and adherence to, this plan.
3. A copy of this Plan shall be kept at the hotel for the information of and for reference to by all staff.
4. All staff and security officers employed at the hotel are to be familiar with the contents of this Plan.

## **Amenity of Neighbourhood**

5. At all times the licensee shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that adverse impacts on the surrounding area do not occur.
6. The licensee will take all reasonable measures to ensure that the behaviours of staff, security officers and patrons, when entering or leaving the hotel, do not detrimentally affect the amenity of the community.

7. The hotel shall be conducted so 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.

### **Hours of trade**

8. This Plan of Management has been prepared to accompany an application to Liquor and Gaming for the approved trading hours to be 10.00 am to until 4am on Monday to Saturday and 10.00 am to midnight on Sunday.
9. Staff or authorised persons may be in the hotel at any time.

### **Maximum capacity**

10. The maximum number of patrons permitted in the hotel at any one time is 450. However, see below in respect of restrictions to apply after midnight.

### **Sale of liquor for consumption away from the hotel**

11. The hotel shall be able to sell packaged liquor for consumption away from the hotel.
12. The permitted trading hours for the sale of take away will be those permitted by NSW government and listed on the Hotel Licence.
13. In respect of any authorisation, under Section 15 of the Liquor Act 2007, to sell liquor at a function to be held on premises, other than the hotel, all liquor supplied in closed containers at the function must be opened by staff and the licensee or a manager, who is RSA-accredited, must be in attendance for the duration of the function for the purpose of supervising the sale and supply of liquor.

### **Signage at and in the hotel**

14. The hotel's name shall be displayed on the exterior of the hotel building.
15. The hotel is to display all internal signage required by the Independent Liquor and Gaming Authority regarding the sale of liquor or the provision of gaming.
16. Signs are to be prominently displayed in the hotel requesting patrons to leave the hotel quietly, respecting the rights of neighbours and the neighbouring community to quiet and good order.
17. Outside the main entrance to the hotel, a sign shall display a telephone number to which any complaints about the hotel or its patrons may be made whenever the hotel is trading.
18. Signs shall be displayed inside and outside of the hotel notifying patrons that a CCTV system is operating at all times.

### **Footpaths**

19. No signs, goods or obstructions (other than waste bins put out for collection) shall be placed on the footpath outside the hotel.
20. The footpath adjoining the hotel is to be swept daily and kept clean and safe for the public.

### **Noise**

21. Activities in or at the hotel while it is open for trade shall not result in an LA10 noise level being emitted the background noise level in any octave band from 31.5Hz to 8000Hz centre frequencies inclusive by more than 5dB at the boundary of the nearest affected residential property.

## **Behaviour of Patrons / Responsible Service of Alcohol / Responsible Conduct of Gaming**

22. The business of the hotel shall be conducted in a responsible manner. The licensee will be present at the hotel during trading hours. At any time the licensed premises is trading and the licensee is not present on the premises, the licensee/approved manager must ensure that the premises are under the supervision of a Supervisor who has at least one year of experience working in liquor licensed industry
23. The licensee shall take all reasonable steps to control the behaviour of the patrons in, and as they enter or leave, the hotel.
24. The licensee shall take all reasonable steps to ensure that there is no loitering in the vicinity of the hotel by persons who have been denied admittance to the hotel or removed from the hotel.
25. The licensee shall, after 10pm assign staff or a security officer to ensure that patrons leaving the hotel do so promptly and as quietly as possible.
26. Patrons shall not be permitted to drink beverages supplied by the hotel outside the hotel's licensed area
27. All employees are to be trained to establish good customer relations in order to provide the highest standard of service. Regular meetings and training sessions will be held to maintain these standards.
28. The following operational policies for the responsible service of alcohol shall apply at all times, together with the Liquor and Gaming NSW's "*Liquor Promotions Guidelines*" and "*Intoxication Guidelines*" which are attached as **Appendix A** and **Appendix B**, respectively.

- (a) All managers and staff employed at the hotel shall complete an approved course in the Responsible Service of Alcohol unless they have completed one within the last five years.
- (b) The licensee shall not engage in any liquor promotion that is likely to promote the irresponsible service or consumption of liquor.
- (c) The Licensee will endeavour to prevent any intoxicated persons to enter the venue.
- (d) The hotel will promote the service of non-alcoholic beverages and food.
- (e) The hotel will not permit intoxication or any indecent, violent nor quarrelsome conduct on the premises.

Any person causing disturbance shall be refused service and asked to leave the hotel. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the hotel for a period determined by the licensee.

The barring of a patron will be at the discretion of the licensee or duty manager and will be recorded in an appropriate ledger, detailing the patron's full name, the nature of the incident and the terms of the entry restrictions imposed.

- (g) No person under the age of 18 shall be served liquor in the hotel.
- (h) No person under the age of 18 years shall be admitted to the hotel unless in the company of a responsible adult and then only into the part of the hotel which is subject to the minors area authorisation.

Production of photographic identification will be required where the age of a person seeking to enter the hotel is an issue. The only acceptable proof of age identification will be:

- A current photo driver's licence;
  - A Nsw photo card;
  - Current Passport
  - Proof of Age Card issued by a Public Authority of the Commonwealth or another State or Territory
- (i) Low-alcohol beer and non-alcoholic beverages will be available at all times when full-strength liquor is available in the hotel
- (j) Food will be available whenever liquor is available for consumption in the hotel.
- (k) No liquor in the form commonly known as "*shots*" shall be sold, served or supplied in the hotel after 12.00 midnight. Management may restrict the sale of shots at the hotel at other times.
- (l) Staff will assist patrons in arranging safe transport from the hotel to home and will arrange for a taxi to collect any patron when he or she requests such a service.
- (m) Staff will, on request, escort any patron to their vehicle parked in the hotel car park or the vicinity of the hotel.
- (n) All conditions imposed on the hotel's licence shall be met.

### **CCTV conditions**

29. The licensee shall install and maintain surveillance cameras and recorders to monitor and record activities in:-
- i. the public areas (excluding toilets) of the hotel including its entrances, bars and gaming areas; and
  - ii. the exterior of the hotel.



Recordings are to be made continuously (or be of a type which is movement activated), whilst the hotel is open for business and continue for 1 hour after the hotel ceases trading.

30. CCTV cameras at doorways must record footage of a nature and quality which can be used to identify any person recorded. All other cameras must record footage of a nature and quality which can be used to recognise a person recorded by the camera or as best achievable with current technology.
31. The time and date must automatically be noted on all recordings. All recordings are to be kept for a period of thirty (28) days before they can be re-used or destroyed. Any recording (or a copy thereof) is to be provided to the Police or other regulatory officers within a reasonable time following a written request for CCTV footage.
32. Each camera of the CCTV system is to record at a minimum of 15 frames per second.
33. If requested by Police or any regulatory officer, the licensee is to archive any recording until such time as it is no longer required by that officer or authority.
34. Recordings are to be made in a common media format (such as Windows Media Player or similar), or should be accompanied by applicable viewing software to enable viewing.
35. The CCTV control system should be located in the office of the hotel and only be accessible to authorised personnel.
36. If the CCTV system is not operational, immediate steps are to be taken by the licensee to ensure that it is returned to a fully operational condition as soon as possible.

## **Security officers**

37. (i) The licensee or a experienced supervisor (see clause 22) who is designated by the licensee to be responsible for security shall be on duty at all times the hotel is open for trade.
- (ii) In addition to that person, the licensee shall arrange for the provision of security officers to be on duty at the hotel at specified times. **Also see the additional requirements to apply on any day that the Hotel trades after midnight set out below (under the heading “Additional Measures to Apply on any Days that the Hotel Trades After Midnight”).**
38. A security officer working at the hotel shall:-
- (a) Report to the licensee or duty manager before commencing duty to obtain a briefing on any specific duties to be addressed. Those duties may include patrolling in the vicinity of the hotel
- (b) Request any hotel patron – in or in the vicinity of the hotel – to behave in a quiet and orderly manner and to have regard for nearby residents, if that request is considered necessary or appropriate.
- (c) Prevent any person detected as intoxicated entering the hotel and bring to the notice of the licensee or duty manager any person in the hotel who might be considered intoxicated.
- (d) Take all reasonable steps to prevent patrons leaving the hotel with open drinking containers.
- (e) Record details of any incidents in a Security Incident Register.
- (f) At the end of each shift bring any incidents recorded in the log book and the actions taken in response to them to the attention of the licensee or duty manager and ensure they are entered into the hotel’s Incident Register.

- (g) At closing time, monitor patron behaviour in the vicinity of the hotel until all patrons have left the premises, taking all practical steps to ensure the quiet and orderly departure of patrons.
  - (h) Security officers are to take all practical steps to ensure that patrons leaving the premises do not loiter or linger in the area or cause nuisance or annoyance to the neighbourhood.
  - (i) Co-operate with Police and any other private security personnel operating in the vicinity of the hotel.
39. During normal trading hours the licensee shall arrange for one security officer to be present at the hotel from 7pm until the last customer has left the immediate vicinity of the hotel post cessation of trade. The Licensee will arrange for additional security operatives to be present if required.
- (a) Notwithstanding these arrangements, the licensee shall ensure that adequate staff / or licensed security officers are employed to supervise the running of the hotel at all times and to patrol, at least, the vicinity of the hotel.
40. Each security officer is to have a communication device to allow communication with any other officer on duty, the licensee or duty manager.
41. Security officers conducting patrols in the vicinity of the hotel are to wear reflective vests so as to be easily identified as security staff.
42. The licensee shall keep an incident register in which all incidents recorded at or in the vicinity of the hotel which involved hotel patrons shall be recorded. The licensee shall make the incident register available to Police, Council officers or Liquor and Gaming NSW officers upon receipt of a request to do so and will assist in identifying and resolving any incidents relating to any matters at, or in the vicinity of, the hotel.

## **Recording and reporting of incidents**

43. Maintenance of an effective relationship with the Parramatta PAC is essential to the provision of effective hotel security. That includes keeping the PAC informed of incidents. The licensee shall ensure that the following protocols are observed.
44. In the event of an incident that occurs or a person or persons are injured that requires the immediate attendance of Police, hotel staff including security must comply with current New South Wales Police Force Crime Scene Preservation Guidelines – Licensed Premises.
45. If a security officer is involved, that officer must record the incident, the actions taken and the outcome in his log book as soon as possible and, subsequently, in the hotel's incident register. If a staff member is involved, the licensee or Duty Manager will enter those details into the hotel's incident register as soon as possible.

1) The licensee must maintain a register, in which the licensee is to record the details of any of the following incidents and any action taken in response to any such incident:

- a) any incident involving violence or anti-social behaviour occurring on the premises,
- b) any incident of which the licensee is aware that involves violence or anti-social behaviour occurring in the immediate vicinity of the premises and that involves a person who has recently left, or been refused admission to, the premises,
- c) any incident that results in a person being turned out of the premises under section 77 of the Act,
- d) any incident that results in a patron of the premises requiring medical assistance.

2) The licensee must, if requested to do so by a police officer or inspector:

- a) make any such incident register immediately available for inspection by a police officer or inspector, and
- b) allow a police officer or inspector to take copies of the register or to remove the register from the premises.

The licensee must ensure that the information recorded in the incident register under this condition is retained for at least 3 years from when the record was made

#### 45.a **Complaints Procedure**

The pub operator must record details of all complaints received in an up to date complaints register (Incident register). The register must record, but not necessarily be limited to:

- a) The date and time of the complaint;
- b) The means by which the complaint was made;

- c) Any personal details of the complainants that were provided, or if no details were provided, a note to that affect;
- d) Nature of the complaints;
- e) Any action(s) taken by the operators in relation to the complaint, including any follow up contact with the complaint; and
- f) If no action was taken by the operators in relation to the complaint, the reason(s) why no action was taken.
- g) The complaints register must be made available to Council and NSW Police upon request.

### **Additional Measures to Apply when the Hotel Trades After Midnight**

46. It is proposed that various additional measures and restrictions will apply on any days that the hotel trades after midnight to minimise the likelihood of adverse impacts.

#### *Patron Restriction*

47. On any morning that the hotel trades after midnight, no more than 200 patrons are to be in the hotel at any one time after midnight.

#### *Drink Restrictions/Responsible Service*

48. In addition to the various requirements set out above, it is proposed that additional measures and practices will be implemented in this regard and the following restrictions **will apply after midnight when the hotel is trading**:

- No drinks commonly referred to as shots, slammers or bombs are to be sold or supplied.
- No drink that contains more than 30 mls of spirits will be sold or supplied.
- Limit of one drink per person.
- No alcoholic drink is to be sold or supplied which is mixed with an energy drink.
- The sale of liquor will cease at 3.30am on Tuesday to Sunday mornings and at 11.30pm on Sunday.

49. On any evening that the hotel trades past midnight, the following additional security requirements are to apply:-

- The licensee shall arrange for one security officer to be present at the hotel from 7pm until the last customer has left the immediate vicinity of the hotel post

cessation of trade. The Licensee will arrange for additional security operatives to be present if required.

- The guards will wear high visibility vests from 10pm each night with the word “security” prominently displayed. Guards will have a communication device to allow communication with other security, the licensee or duty manager of the hotel.
- At closing time, a security officer is to be stationed outside the hotel to assist with the orderly dispersal of patrons and the licensee will liaise with the Police as to the most suitable location for these officers to be stationed from time to time.

#### *Incident Register*

50. Prior to commencing exercising the hotel licence during any extended trading hours, the licensee will implement an incident register at the hotel and upon the commencement of trading the extended hours any required incident will be recorded in that register.

### **High Risk Events / Occasions / Trading Periods**

51. During peak risk trading periods additional RSA sweeps are conducted throughout the venue by RSA Marshalls / staff /licensees/managers / security. The Licensee will work with Police PAC to implement all reasonable measures to ensure that patrons leaving the hotel to attend events at ‘Bank West Stadium’ (and other events in the area) and entering the Hotel after events at Bank West Stadium are not permitted entry if they are showing signs of intoxication or causing disturbance to the neighbourhood.

**Special Events:** Any day / night of trade where large crowds are expected at ‘Bank West Stadium’ or this is an event in area and the event is considered ‘high risk’ by Parramatta PAC or management, the hotel use the below security to patron ratio as a guideline; 1 security guard for first 150 patrons, 2<sup>nd</sup> security guard up to 250 patrons, 3<sup>rd</sup> security guard up to 350 patrons, 4<sup>th</sup> security guard up to 450 patrons

For clarity the hotel will work with Parramatta PAC to clarify the potential risk of any event i.e. a Wiggles Concert would not be considered high risk, a music concert targeted at 18 +, NRL games or Soccer A League games may be considered high risk.

## **Transport Options**

- 52. There are various transport options available.
- 53. The hotel is in close proximity to Parramatta Train Station, Bus terminal

## **Maintenance**

- 54. The hotel premises shall be kept in a clean and tidy condition and be regularly maintained to the reasonable satisfaction of Council both internally and externally.
- 55. Any graffiti found on the hotel building is to be removed as soon as possible at the hotel's expense.

## **Fire Safety**

- 56. The licensee shall ensure that all exit signs and emergency lights are located in the appropriate places and kept in good order.
- 57. Nominated staff will be trained in Fire Safety and Occupational Health and Safety, and will be given regular training in these matters so as to ensure that the hotel is operated safely and can be safely evacuated in the event of an emergency.

## **Staff Safety**

- 58. All staff shall be briefed on the procedures they should adopt in the event of there being an attempt to rob the premises. In these briefings, the NSW Workcover publication (developed in consultation with NSW Police, Clubs NSW, AHA NSW, HEM, CEM) "*Armed Robbery Prevention for Clubs and Hotels*" should be utilised.
- 59. Telephone numbers of emergency services are to be clearly displayed near any telephone in the hotel.

## **House Policy**

60. The hotel will be conducted in accord with a House Policy.
61. A summary of that House Policy relating to:-
  - dress code (which is to be smart, neat, clean, casual)
  - the responsible service of alcohol
  - harm minimisation
  - the admission of minors
62. The House Policy will be continually updated to reflect legislative requirements and Police, Liquor and Gaming NSW and industry recommendations.

## **Responsible Conduct of Gambling**

63. The licensee and staff of the hotel shall comply with any measures specified by any legislation, regulation or code of practice adopted by the Australian Hotels Association, in relation to responsible gambling.

## **Operational Integrity**

64. The licensee will undertake to ensure the integrity of the hotel's operations and compliance with this VMP and may, where deemed necessary, arrange for independent, periodic covert surveillance of its operation in the form of a formal surveillance report. Such reports shall be retained and shall be made available upon receipt of a request from an authorised person.
65. The licensee shall join, and be an active member of the local Liquor Accord.



## **Waste management**

- 66. The licensee shall ensure that solid waste from the hotel is minimised and that as much as is reasonably possible will be recycled. To that end, waste shall be separated into putrescible, cardboard and paper and glass and cans.
- 67. All wastes shall be stored in the designated waste storage areas until removed for collection from the hotel.
- 68. All waste containers and storage areas shall be kept clean.
- 69. The licensee shall arrange for contractors to collect wastes from the hotel. All collections shall be made at times to ensure no disturbance to the neighbourhood.
- 70. Putrescible waste (in bins) may be placed outside the hotel after the hotel closes but the emptied bins are to be removed at times to ensure no disturbance to the neighbourhood.
- 71. Bins containing other wastes are to be collected by trucks attending the hotel's premises.
- 72. Putrescible wastes shall be collected daily.
- 73. Other wastes shall be collected weekly.

## **Emergency Evacuation Plan**

- 74. The Hotels Emergency Evacuation plan will followed at all times. All Management and staff will be aware of this plan and be trained on what to do in the event of a evacuation for an Emergency.

**Amendment to this Plan**

75. A copy of the venues current management plan must be maintained at the licensed premises and made available for immediate inspection by members of the NSW Police Force or Inspectors from the Liquor & Gaming NSW. If any amendments are made to the premises management plan, these amendments must be made in consultation with the Patrol Area Commander or Licencing Police Parramatta PAC. The licensee must comply with the terms and requirements as set out in the plan