

PLAN OF MANAGEMENT

LAKE MACQUARIE YACHT CLUB, ADA STREET, BELMONT, NSW, 2280

1. OPERATIONAL MANAGEMENT PLAN

GENERAL

1. The Club Manager and management team will, at all times, undertake all due care and attention to ensure that the business activities of Lake Macquarie Yacht Club ("LMYC") do not cause adverse impacts to the neighbouring areas or residents. In addition, the behaviour of its staff and patrons whilst entering and leaving the premises will be monitored and controlled so as to not cause undue distress and /or disturbance to the surrounding neighbourhood.
2. The management of LMYC have developed a house policy (refer attached) to ensure management and staff's awareness to their responsibilities concerning the Responsible Service of Alcohol ("RSA") and the general operation of the licensed premise.
3. The control of noise and littering as a result of patrons and staff entering and leaving the premises will be the responsibility of the management.
4. Signage, directing people to leave in a responsible manner will be erected in prominent locations inside the premises. In addition, as set out in the Security Management Plan (attached), management and members of staff will communicate verbally with patrons when they leave the premises, directing them to leave in a quiet and orderly manner from the main entrance/egress on Ada Street.
5. As set out in the Security Management Plan, the management will not allow patrons to leave the premises with glasses or open bottles.
6. All rubbish will be collected from the car park at the premises by private contractor during normal business hours and the management will ensure that the premises and surrounding areas are kept clean at all times.
7. Approved hours of operation will be displayed throughout the premises and abided by at all times.

SECURITY

1. The management will implement security measures and undertake annual reviews to ensure that the premise does not cause (or contribute to) security problems in the neighbouring area. This will be done in accordance with the attached Security Management Plan and in liaison with the local area command of the NSW Police through the local licensing police.
2. The Security Management Plan attached details appropriate levels of security, staff training, uniforms and all other security and response methods deemed necessary for the safe and responsible operation of the premises.

3. The LMYC will be managed and operated in accordance with Security Management Plan as approved by the Lake Macquarie City Council.
4. A priority of LMYC will be to build a working relationship with the Police, the Council and the local community through communication and liaison.
5. A highly visible list of emergency numbers will be displayed at every phone, at all times.
6. To ensure that directives in the Security Management Plan are adhered to, the entrance and surrounds of the premises will be as well lit as the management deems necessary.
7. Safe transport will be readily available and staff will assist in every manner possible.
8. Security of the marina will be provided by locked access gates which boat owners can access by purchasing a key.

RESPONSIBLE SERVICE OF ALCOHOL

1. The management will ensure that the premise is run in accordance with the Liquor Industry Code of Practice for the Responsible Service of Alcohol Products. In accordance with this a copy of the code will be displayed clearly and made readily available to all members of staff involved in the sale and/or supply of alcohol.
2. All reasonable steps will be taken by the management to avoid activities that can lead to excessive consumption or abuse of liquor.
3. The management will ensure that all signage required by law is displayed prominently throughout the premises, including; "No More It's The Law"; four House Policy posters; the "Intoxication" sign; and the "Proof Of Age" sign.
4. The management and all relevant bar staff members will complete the RSA and RCG course prior to commencing work in the bar at LMYC. A register of certificates of completion will be kept on file for viewing by the NSW Police and The Office of Liquor and Gaming special inspectors, as required.
5. The Club Manager will regularly attend meetings of the Local Liquor Accord to keep up to date with new and emerging trends as advised by The Office of Liquor and Gaming and the Local Licensing Police.
6. The management will, in accordance with current legislation, encourage patrons to drink responsibly and ask patrons to leave if they become intoxicated, disorderly, violent or quarrelsome.
7. By refusing entry to intoxicated people entering the premises having come from other venues, incidences such as those listed above will be minimized.
8. Low alcohol beer and non-alcoholic beverages will be available at all times when full strength liquor is available.
9. Food will be made available whenever liquor is consumed, as far as reasonably required.
10. All requirements of the Liquor License will be met.

COMPLAINT RESOLUTION

1. The management will implement a complaints handling policy to properly address complaints from neighbours or other people in surrounding areas. This policy will seek to resolve any complaints without the involvement of the Council or the NSW Police Force. These include:

- Maintenance of an incident book which logs the date, time and nature of all complaints, name and address of complainant, details of all communication between management and complainant, actions proposed to address complaint and the date and time the action is undertaken;
- All complaints will be responded to by the management within 2 working days;
- Measures taken to address complaints will be incorporated into the operational management plan to ensure repeat complaints are not received;
- The management will be available to meet with complainants at any time to work towards resolving any reasonable concerns that are raised ; and
- Provision of a telephone number during trading hours on which management personnel with appropriate authority over the premises can be contacted upon there being a complaint. Complainants will be encouraged to make any complaints to that number. The phone number will be made available to all occupants within a reasonable distance of the LMYC.

NOISE AMELIORATION

1. The management of LMYC will control and monitor noise emitted from the building to ensure that the premises at all times complies with the noise criteria included as a condition of development consent. It is intended that the amenity of the neighbourhood will not be adversely affected by noise generated on the premises. All entertainment in relation to the premises will be undertaken in accordance the development consent.
2. To control noise emissions from patrons within the premises, after 11pm at night the windows of the upper level of the LMYC are to be closed.
3. Functions held within the undercover barbecue area will cease at 12.00 midnight with the music ceasing at 11.00pm.
4. All deliveries and collections to the premises are to be undertaken between the hours of 7am and 7pm.
5. Management will supervise patron behaviour inside and outside the premises to ensure that patrons enter and exit the premises in an orderly manner and do not create undue noise. In addition management will be responsible for advising patrons leaving the premises to do so quietly.

REVIEW

1. This Operational Management Plan will be reviewed at least every 12 months and prior to submission of any new development application to the appropriate approval body.
2. This Operational Management Plan will be supplied to any prospective sub-lessee and shall be updated and signed by any new lessee and a copy provided to Lake Macquarie City Council.

2. SECURITY MANAGEMENT PLAN

1. Management and staff will wear appropriate uniforms to ensure they can be easily identified by patrons.
2. The management will at all times ensure that all people entering and leaving the premises and area do so in a manner that respects the nature of the surrounding locality. When premises are cleared management will ensure this is undertaken in a safe and orderly manner through direction of, and the provision of assistance to, patrons. A courtesy bus service will also be provided.
3. On special occasions or when deemed necessary by the management, private security staff may be employed to ensure that the behaviour of patrons entering and leaving the premises does not affect the amenity of the neighbourhood.
4. Fire extinguishers will be located at various points within the premise which are highly prominent and easily accessible. All staff will be trained in the usage of these safety devices.
5. Patrons will not be permitted to leave the premises with any glass or open bottles on their person.
6. All stairs and steps inside the licensed premises will have an edge-tread fitted if reasonably required to prevent slipping.
7. Management will ensure that all fire escapes and stairways are kept clear of person(s) and / or objects at all times.
8. Management will ensure that areas surrounding the premises are monitored on a continual basis.
9. After the completion of each business day, a complete patrol will be conducted of the car park, Clubhouse and marina to ensure the premises are secure and all rubbish etc. is cleared.
10. All bar staff will have completed an accredited Responsible Service of Alcohol Course as outlined by the Registered Clubs Act and lectures will be continually conducted to ensure that RSA standards are adhered to. Changes to the legislation will be advised to staff at regular staff meetings and internal memorandums.
11. All staff and management will use best endeavours to promptly remove glass on the premises once the product is consumed.
12. All Emergency exit signs will be highly visible and easily identifiable to all patrons and staff.
13. All staff will be fully briefed on all areas inside the premises, emergency existing procedures and the surrounding area.
14. All materials used on site will comply with the current BCA regulations.
15. All staff will be required to wear the appropriate footwear and when necessary the correct safety clothing.
16. A First Aid Box will be located on the premises at all times and will be readily available to all staff and patrons.
17. All staff will actively participate in communicating with management to ensure an early detection of any problems arising.

3. THE LAKE MACQUARIE YACHT CLUB HOUSE POLICY

INTRODUCTION

This policy has been prepared to enhance LMYC management and staff awareness of their responsibilities concerning the responsible service of alcohol including, but not limited to:

- Prevention of intoxication on the premises;
- Harm minimization;
- Signs of intoxication; and
- Strategies for prevention and management of intoxicated patrons.

LMYC is committed to the "Responsible Service of Alcohol" which has been identified as a key issue by the NSW Government in the context of the NSW Drug Strategy 1993 – 1997.

Misuse of alcohol is a public health and safety issue. It contributes to many problems in the community ranging from street and domestic violence to the trauma of road fatalities. Increased community concern around the State has highlighted the need for the promotion of responsible serving practices and associated training.

Responsible Service Practices is a term that covers both the House Policies and practices, which ensure that service of alcohol:

- Complies with the law;
- Helps staff deal with problem customers;
- Maximises the profitability and good name of the establishment.

EMPLOYEE'S RESPONSIBILITIES

Management and employees have a statutory responsibility to ensure that patrons do not become intoxicated on their premises and to prevent such patrons from entering or remaining on the premises.

Although none of these situations are easy to deal with, management and staff must, at times, deal with problem customers who may:

- Show signs of intoxication in line with RSA guidelines;
- Be loud and abusive;
- Be too drunk to drive;
- Not care for themselves or others.

It is therefore very important to have policies and practices in place to prevent intoxication.

RESPONSIBLE SERVICE OF ALCOHOL STRATEGIES

Observations and Signs of intoxication:

To determine intoxication it is necessary to firstly have a reference point. Staff need to make an assessment of whether alcohol has been consumed prior to arrival at the premises. If none has, then the behaviour of people when they arrive can be used as a reference point.

Staff should observe and note the appearance and condition of the patron sold or supplied with liquor, as well as the period of time the patron has been consuming liquor on the premises. This assessment needs to consider that:

- Everyone is different; and
- Physical factors such as weight, sex, age, health and fitness all affect the body's ability to absorb alcohol and remove it from the bloodstream.

Adopting a House Policy

The LMYC House Policy is a framework within which the Club operates by outlining practices, procedures and conditions. It serves to guide the behaviour of staff to assist in serving liquor responsibly and to deal with difficult situations when they arise.

When serving liquor, the following should be kept in mind:

- Do not serve liquor to anyone who is under age;
- Recognise the signs of intoxication;
- Try not to serve anyone to the point of intoxication;
- Do not serve anyone who is already intoxicated;
- Try to discourage people from engaging in activities that can harm themselves or others; and
- Prevent drink driving.

Approaches to Adopt for Management of Intoxicated Persons

A tactful approach should always be employed to remove intoxicated persons from the Club. These may include:

- Communication with the patron outlining any concerns followed by continual observation;
- Informing patrons of your legal obligations regarding the service of liquor;
- Seeking assistance from the patron's friends;
- Intervening tactfully and peacefully;
- Consulting with the manager on duty or more experienced staff members and seeking their assistance;
- Offering to arrange safe transportation from the premises;
- Remaining calm and courteous at all times.

CONCLUSION

It is imperative that all staff members have the knowledge and expertise to encourage Responsible Serving practices and be aware of the necessity to implement strategies to prevent intoxication occurring.

By ensuring that staff are supported in preventing intoxication and underage drinking it will ensure that patrons and employees enjoy a friendly and safe environment.