

Leppington Town Centre Development

Draft* Plan of Management – June 2026, v1

(*final plan of management to be prepared and approved prior to occupation certificate, and thereafter implemented – reflecting conditions of consent and liquor licence obligations)

Licensed Premises

The Development

The proposed development seeks to create a bona fide unique and vibrant new international destination venue for its hotel guests and patrons of liquor licensed food and beverage outlets within the local Leppington Town Centre and broader community.

Purpose and intent

The purpose and intent of this Plan of Management (**PoM**) from an operational and management perspective is to effectively implement and consistently maintain the highest standards of operational management, Responsible Service of Alcohol, Responsible Conduct of Gambling compliance and harm minimisation strategies to ensure staff, patron and community safety and security.

General

1. The Licensee will comply and operate the premises in accordance with the approved PoM, as amended from time to time.
2. The day-to-day compliance and trading operations of the developments proposed licensed beverage and food outlets shall be regulated through the effective implementation of development consent and liquor licensing conditions, ongoing monitoring, and review of a range of measures set out hereunder.
3. The Licensee shall clearly articulate to all staff that disregarding the provisions of this PoM may lead to disciplinary action and instant dismissal and or regulatory action.
4. A copy of the Plan of Management shall be kept on the premises and made available for inspection on the request of a police officer, council officer, Liquor and Gaming NSW inspector or any other person authorised by the Independent Liquor and Gaming Authority.

Hours of operation

5. The Applicant is expected to apply for a Hotel and pub license to sell or supply alcohol for all food and beverage venues within the development under the provisions of the Liquor Act 2007. Hours of operation are to comply with the requirements of the premises Liquor Licence.

Patron numbers

6. The maximum capacity (inclusive of staff, security, entertainers and patrons) for the whole of the premises and the individual areas within the premises shall not exceed the capacity calculated for the relevant areas in accordance with the requirements of the BCA (now NCC) and certified in accordance with approved consent conditions. Certification of the maximum capacity shall be undertaken by a BCA consultant and provided to Council prior to the commencement of the use.

Noise and Amenity

7. Amplified music (other than background music) should only be possible if played through a sound level limiting device. No music shall be played on external spaces. Sound levels shall be set in accordance with a final acoustic management plan.
8. Emission of sound from the premises shall be always controlled so as not to unreasonably impact upon nearby owners/occupants and residence
9. Doors and windows shall be kept closed after 10pm or when loud amplified music is played except as required for entry/egress of patrons.
10. The Licensee shall take all reasonable steps to ensure that the behaviour of its inhouse guests and patrons and staff when entering and leaving the licensed venue do not detrimentally affect the amenities of the surrounding neighbourhood.
11. The licensee and management will maintain a complaint handling policy to address complaints from neighbours and people in surrounding areas.
12. The Licensee shall ensure that no loitering by patrons once leaving the venue shall occur.
13. Patrons who make excessive noise, loiter, or otherwise disrupt the good order of the neighbourhood shall not be re-admitted to the venue.

Security

14. The management will implement security through this Plan of Management to ensure the premise does not cause or contribute to security problems in the neighbouring area.
15. In accordance with the Liquor Licence obligations, one supervisor for each one hundred minors will be engaged. The supervisor will not be less than 21 years of age.
16. CCTV surveillance cameras are maintained in and around the premises, placed in strategic places such as the external entrance and exit doors. The surveillance tapes will be kept for a period of month.
17. If a staff member becomes aware that a person's behaviour is becoming disruptive or violent, they will notify the Duty Manager, who will require the person to leave the premises
18. In addition to the engagement of a security contractor and functions referred to elsewhere in the PoM, a range of security measures shall be adopted including:
 - a. All locks fitted to doors shall be of a high quality and meet the Australian design standards.
 - b. Access control measures shall be effectively in place to exclude unauthorized access to restricted areas of the premises.
 - c. An intrusion and duress alarm system shall be installed in the premises.
 - d. Implementation of Body worn Cameras by designated Security personnel.
 - e. CCTV coverage of all licensed areas.

Responsible Service of Alcohol

19. All requirements of the Liquor License will be met.
20. The licensee and management have developed a house policy 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. The House Policy will be displayed in prominent areas of the venue.
21. The licensee and management will ensure that the premise is run in accordance with the Liquor Promotions Guidelines.
22. All reasonable steps will be taken by the licensee and the management to avoid activities that can lead to excessive consumption or abuse of liquor. The Hotel and staff shall actively promote patron availability to low and non-alcohol beverages and food, with free drinking water available always throughout the entire Hotel.
23. The licensee, management and all staff members will complete the RSA course prior to commencing work at the hotel. All staff and licensee must have on their person a copy of a current Responsible Service of Alcohol Card to be presented upon request by the NSW Police or Office of Liquor Gaming and Racing special inspector as required.
24. If a staff member believes that a person who is ordering or being supplied alcohol, is under 18 years of age, they will politely request proof of age (Passport, Photo Proof of age cards or photo Drivers Licence). If the person is less than 18 years of age, or refused to produce identification, staff will refuse service and request Senior Duty Staff Member to ask person to leave the premises. An incident book will be maintained to record all occasions on which proof of age identification is required.
25. Staff members will seek to discourage persons who appear to have a blood alcohol concentration higher than the legal limit from driving.

Crime Scene Preservation Guidelines

26. Immediately after the person in charge of the licensed premises or a staff member becomes aware of any incident involving an act of violence causing injury to a person on the premises, the person in charge of the licensed premises and/or staff member must:
 - a. take all practical steps to preserve and keep intact the area where the act of violence occurred,
 - b. retain all material and implements associated with the act of violence in accordance with the crime scene preservation guidelines issued by NSW Police, as published from time to time on the Liquor and Gaming NSW website,
 - c. make direct and personal contact with NSW Police to advise it of the incident, and
 - d. comply with any directions given by NSW Police to preserve or keep intact the area where the violence occurred.

In this condition, 'staff member' means any person employed by, or acting on behalf of, the licensee of the premises, and includes any person who is employed to carry on security activities (e.g. Crowd controller or bouncer) on or about the premises.

Graffiti Management

27. The Hotel and pub shall have in place measures to minimise the risk of graffiti vandalism at the premises and report incidents to the LAC and the Council.
28. The Hotel and pub shall adopt as policy the 'Rapid Removal Program' in respect to Graffiti vandalism

Deliveries and Waste Removal

29. The licensee shall use their best endeavours to ensure that deliveries, loading and unloading of goods at the Hotel occur between 7.00 am and 6.00 pm on weekdays or Saturdays.
30. No deliveries shall be made on Sundays or between the hours of 12:00 midnight and 7:00 am on any day. All deliveries will be handled through the loading dock of the hotel with No disturbance to the general public

Complaints Handling

31. The Licensee shall always be committed to maintaining and not disturbing the quiet and good order of the neighbourhood.
32. The Licensee undertakes that in the unlikely situation where a disturbance complaint is received, in accordance with instructions staff shall effectively deal with such complaints in a polite and sympathetic manner and where reasonably possible to take immediate action to address such complaints and recurrence.
33. Furthermore, each complaint received shall be documented in the venue's incident register under Part A and Part B and shall also be completed with the following information:
 - a. The date and time of the complaint
 - b. The nature of the complaint received.
 - c. Details of the complainant including name, address and contact number.
 - d. Undertakings given to the complainant to resolve the issue.
 - e. The actual action[s] taken by the Licensee/staff.
 - f. The details of a follow up call[s] to the complainant by the Licensee e.g. Outcome and resolution