

HOTEL PLAN OF MANAGEMENT



JORDAN SPRINGS TAVERN

Lakeside Parade, Jordan Springs.

Hotel Liquor Licence No. LIQH400

Prepared by Steve Grove-Jones

GJ Consulting

OWNERSHIP

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DRAFT ONLY

1 Purpose

- 1.1 The purpose of this Plan of Management is to establish performance criteria for various aspects of the operations of the Hotel having regard to the relevant matters under the *Liquor Act and Regulations, Gaming Act and Regulations, and the Environmental Planning and Assessment Act*.

2 Premises and Operation

Premises Details

- 2.1 The hotel is to be located on Lakeside Parade, Jordan Springs which is a suburb of Sydney in the Penrith Local Government Area. This location is approximately fifty three (53) kilometres west of the Sydney CBD, and is a relatively new area having been established in 2011.

The hotel faces in a generally northerly direction toward the Jordan Springs Village Centre and lake. The hotel is of a medium size and is built over a single level with an adjacent open parking area to the east for approximately forty eight (48) vehicles.

The hotel consists of a large Beer Garden including a Children's Play Area at the northern front of the premises which spans the width of the hotel building itself. There is a pathway from the Lakeside Parade frontage travelling through the Beer Garden to the main entrance of the hotel where there is a Shaded Seating Area overlooking the Beer Garden. The main entrance leads to a large Main Bar with an adjacent Dining Area. There is an indoor/outdoor Gaming Room to the eastern side of the building, with a further entrance from the eastern carpark.

The premises location is at the southern end of the Village Centre Precinct of Jordan springs with residential premises to the north and east, planned aged care facilities to the west, and a large regional park at the southern rear.

The hotel is located approximately six (6) kilometres east of the Penrith CBD, and approximately seven hundred (700) metres from the main arterial The Northern Road. As such the location is subject to regular community vehicular and pedestrian traffic.

- 2.2 It is envisaged that the premises will attract clientele of varying ages from the local community and beyond to utilise the facilities, in particular the dining option which will be a major part of the premises operations.

Premises Facilities

ATM Machine:	Main Bar
Children (Minors):	Will be permitted in all areas of the Hotel authorised by the Liquor Licence excluding the Gaming Room.
TAB Facilities:	Ebet Terminals in the Main Bar

Cigarette Machine:	Gaming Room
Food:	The Dining Area will have full meals available for lunch and dinner, and a snack menu such as pizzas, chips and wedges from 3pm to 6pm and from 9pm until close. The hotel will have other suitable food available at all times the premises is open and trading.
Entertainment:	Any entertainment provided will be low-key with a focus on acoustic based soloists and duos. Performance days and times and locations will be decided upon once the premises commences trading.

Operation Details

- 2.3 The Hotel Licensee and all staff, including any contracted Security Guards, will make themselves familiar with, and at all times comply with, the conditions as listed on the **Jordan Springs Hotel Liquor Licence No. LIQH400**.
- 2.4 The Hotel shall be operated in accordance with the requirements of any Penrith City Council Development Consent or Approval, and in particular any conditions relating to the engagement and duties of security personnel and/or RSA Marshals.
- 2.5 The Hotel Licensee and all staff, will make themselves familiar with, and at all times comply with, the current *Liquor Act & Regulations*, *Gaming Act & Regulations*, and the *Environmental Planning and Assessment Act and Regulations* in so far as they relate to the operation of the hotel.
- 2.6 The Hotel Licensee shall ensure all new employees are informed of the contents and requirements of the '**Jordan Springs Tavern Hotel Plan of Management**', at the commencement of their employment, and through regular staff meetings.
- 2.7 Any issues raised by the Nepean Police Area Commander or delegate, shall be dealt with as soon as practicable, with the intention of obtaining a suitable outcome for all parties involved.
- 2.8 Any issues raised by nearby residents affected by the operation of the Hotel, shall be dealt with in a sympathetic and timely fashion, with an emphasis on maintaining the hotels ongoing support in the community.
- 2.9 The Hotel may be open for trade from 10:00am to 3:00am Monday to Saturday (inclusive, but not on a Restricted Trading Day), and 10:00am to 12:00am (midnight) on a Sunday (which is not a Restricted Trading Day) and on a Restricted Trading Day as allowed by the *Liquor Act*.
- 2.10 The Gaming Room trade during the above hours is subject of the requirements of the *Gaming Machines Act* regarding the compulsory shutdown of gaming machines and subject to any application granted under that Act, to vary the shutdown period.

- 2.11 The kitchen, cellar and all non-public areas of the Hotel may be in operation at any time.
- 2.12 Staff and authorised persons are permitted on the premises at any time.
- 2.13 All takeaway alcohol sales will cease at 12:00am Monday to Saturday and 10:00pm on Sundays.
- 2.14 The Licensee or Manager on duty, are to ensure adequate staff are rostered to ensure the safe and compliant operation of the Hotel at all times.
- 2.15 The Licensee or Manger on duty, are to ensure that in the absence of contracted security guards, regular patrols of the Hotel are conducted to identify and address any issues relating to intoxication, anti-social or violent behavior, and patron safety.
- 2.16 Smoking is permitted in the Gaming Room, and other outdoor areas in the Beer Garden as identified on the commencement of trade of the premises.
- 2.17 Smoking is **not permitted** at any time within any other area of the Hotel including the toilets.

3 Signage

- 3.1 All signage as required by the current Liquor Act & Liquor Regulations is to be displayed at all times.
- 3.2 All signage as required by the current Gaming Machines Act & Regulations is to be displayed at all times.

4 Noise and Amenity of the Neighbourhood

- 4.1 At all times, the Licensee of the Hotel shall consider the amenity of the Hotels neighbours, and shall take all reasonable measures to ensure that impacts adverse to the amenity and quiet and good order of the surrounding area do not occur.
- 4.2 The Licensee will take all reasonable measures to ensure that the behavior of staff and patrons of the Hotel when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood.
- 4.3 Commercial waste bins used for the premises are to be left outside the hotel on the days as prescribed by Penrith City Council for waste collection, and then promptly removed. Lids should be closed to prevent littering.
- 4.4 All non-recyclable commercial waste bins for the premises must be presented for collection in a lidded receptacle.

- 4.5 Where practicable deliveries to the Hotel shall be made during daylight hours in order to minimise any noise disturbance.
- 4.6 The licensee shall ensure that noise from mechanical plant is adequately attenuated.
- 4.7 The licensee shall ensure that equipment used for venting the kitchen is regularly serviced and maintained to ensure the escape of odours is minimised.
- 4.8 The Licensee or Manager on duty shall ensure that any telephone complaint is immediately answered and the complaint is addressed properly, efficiently and courteously.
- 4.9 The measures taken in response to any complaint shall be recorded in the Hotel Incident Book and/or Managers Diary, and such book is to be available for inspection by Police, Liquor & Gaming and Penrith City Council Inspectors upon reasonable request.

5 Behaviour of Patrons

- 5.1 The Licensee and premises management must ensure as far as practicable that the behavior of patrons entering and leaving the premises does not detrimentally affect the amenity of the neighbourhood.

In this regard, the management / Licensee must be responsible for the control of noise and litter generated by patrons of the premises and must ensure that patrons leave the vicinity of the premises in an orderly manner.

- 5.2 Any patron whose behavior is either extreme or objectionable may be barred from entering the premises for a period of time to be determined by the Licensee.
- 5.3 The Licensee and staff shall take all reasonable steps to ensure that there is no loitering in the vicinity of the Hotel, by persons who may be seeking admittance to it.
- 5.4 Patrons must be prevented from removing glasses, opened cans, bottles or alcohol from the premises except complimentary water bottles/plastic cups, and alcohol purchased as take away alcohol prior to 12:00am Monday to Saturday and 10pm on Sunday.

6 RSA & Prevention of Intoxication

- 6.1 The Hotel shall adopt and promote the New South Wales Liquor Industry Intoxication, Prevention of Intoxication and Responsible Promotion of Alcohol Products Guidelines.

- 6.2 All hotel management, staff and security are required to have completed an approved Responsible Service of Alcohol Course by an accredited RSA course provider, and are to be diligent in enforcing RSA and Harm Minimisation practices, while on duty.
- 6.3 The Licensee will maintain a register, containing copies of Competency Cards or the electronic equivalent showing the satisfactory completion of Responsible Service of Alcohol Courses undertaken by the Licensee and all staff required to complete such a course. That register shall be made available for inspection on request from a NSW Police Officer or Liquor & Gaming Inspector.
- 6.4 The conditions as listed on the Hotel's Liquor Licence shall be complied with as stipulated at all times the premises is open and trading.
- 6.5 The Hotel will be operated under the direct supervision of the Licensee or appropriately experienced supervisory staff whenever liquor is being sold or supplied at the premises.
- 6.6 Alcohol consumption by all patrons of the Hotel shall be actively monitored by the Licensee/Management/Staff of the premises.
- 6.7 In the event a patron is identified by the Licensee/Management Staff of the premises as showing signs of approaching intoxication, immediate intervention is to occur to ensure the patrons level of sobriety is readily assessed, and if necessary steps taken to remove the patron from the premises.
- 6.8 Any patron entering the premises between 12am (midnight) and close shall be actively assessed regarding their level of sobriety at the time of entry.
- 6.9 The Hotel Licensee and employees will ensure any liquor promotion that is conducted on the premises is done in accordance with the relevant Liquor Promotion Guidelines.
- 6.10 Low alcoholic beverages and non-alcoholic beverages will be available at all times, and action shall be taken to make Hotel patrons aware of this availability.
- 6.11 The Hotel food model is an important and integral part of the business plan. The Hotel will have menus and food service available for lunch and dinner, and other suitable food options available at all other times.
- 6.12 The Hotel will not permit intoxication or any indecent, violent or quarrelsome conduct on the premises. Any patron causing such disturbance shall be refused service and asked to leave the premises. If a patron does not leave the premises on request, Police will be called.
- 6.13 No person under the age of eighteen (18) years shall be served any alcoholic beverage at the Hotel. 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 current Liquor Act and Regulations.

- 6.14 As per the 'Prevention of Intoxication Guidelines', the following drinks will not be sold or supplied between 12am (midnight) and 5am;
1. Any drink (commonly referred to as a 'shot', a 'shooter' or a 'bomb') that is designed to be consumed rapidly.
 2. Any ready to drink beverage with an alcohol by volume content of more than 5%.
 3. Any drink prepared on the premises that contains more than 30 ml of spirits or liqueur, other than a cocktail that contains spirits or liqueur (or both) mixed with other ingredients and that is not designed to be consumed rapidly.
- 6.15 Where possible staff and management will assist patrons with transport enquiries.
- 6.16 The Licensee shall conduct training sessions and meetings to ensure staff are up to date in their knowledge of industry guidelines, practices and procedures regarding the responsible service of alcohol, and record when such training has occurred.
- 6.17 Free drinking water shall be provided and its availability promoted at all times the Hotel is open and trading.
- 6.18 When Security Guards are not engaged, Hotel staff will conduct regular patrols of all areas of the Hotel to ensure no patron is showing signs of intoxication or stock piling drinks.
- 6.19 Hotel staff are directed not to serve any alcoholic beverage to any person who exhibits signs of approaching intoxication.
- 6.20 Hotel staff will not as far as is practicable allow any person to enter the premises who is showing signs of intoxication.
- 6.21 Hotel staff will not permit a patron who is identified as showing signs of intoxication to remain on the premises.

OPERATIONAL REQUIREMENTS

The Secretary of the Department of Industry, NSW issued guidelines under section 73(5A) of the *Liquor Act 2007* and the premises is to be operated according to those guidelines at all times.

In the event a patron of the hotel is identified as showing signs of intoxication, all staff are required to intervene, and the following '**Relevant Steps**' are to be taken as follows;

1. Refuse Service of Alcohol
2. Direct the patron to leave the premises
3. If the patron does not leave the premises on request, contact Police and inform them of the situation
4. Record these actions in the Hotel Incident Book as they occur or as soon as practicable thereafter

Regarding patrons showing signs of intoxication, all staff including any contracted Security Guards are to abide by the following procedures at all times:

Intoxicated Person Attempting to Gain Entry

Staff: Inform Manager / Security

Manager: Refuse Entry - Ask to Leave - On Failure Call Police

Security: Refuse Entry - Ask to Leave - Fail to Leave - Call Police

Refusal of Service To Intoxicated Patron

Staff: Refuse & Inform Manager / Security

Manager: Ask to Leave - Offer Transport

Security: Ask to Leave - Offer Transport

Removal on Fail To Quit

Manager: Notify Security / Call Police

Security: Inside - Physically Remove (if safe to do so) or Call Police

IMPORTANT NOTE:

ANY PERSON THAT IS ASKED TO LEAVE, OR IS REFUSED ENTRY TO THE PREMISES, MUST BE INFORMED OF THE 'FAIL TO QUIT RULES' AS FOLLOWS:

You are required by law to move more than 50 metres away from our premises.

You cannot return to our venue for at least 24 hours.

You are not permitted to re-enter the vicinity (50m) within 6 hours.

If you fail to comply you commit an offence and Police may take action.

7 Security Requirements

- 7.1 Any Security Guard that is engaged by the Hotel will be done at the discretion of the Hotel Licensee.
- 7.2 The days Security Guards are engaged and the shift start and finish times will also be at the discretion of the Hotel Licensee.
- 7.3 The Licensee shall require any person engaged to perform duty as a Security Guard to:
- Be appropriately licensed and have successfully completed suitable Responsible Service of Alcohol and First Aid courses.
 - Produce a valid Security Licence and RSA qualification to Licensee / Manager prior to commencing first shift of employment at the hotel.
 - Be dressed in a readily identifiable uniform that reflects a professional image and is without visual intimidation.
 - Wear their Security Licence in a position where it is clearly visible at all times whilst on duty.
 - Report to the Licensee or Manager on duty or the designated Security Supervisor to obtain a briefing on his or her duties before commencing duty.
 - Prevent any person detected as showing signs of intoxication from entering the premises.
 - Bring to the notice of the Licensee or Manager on duty any person observed in the premises who might be displaying signs of intoxication.
 - Prevent patrons leaving the Hotel with open drinking containers except complimentary water supplied by the hotel.
 - At the end of each shift, bring any incidents that have occurred and the actions taken to the attention of the Licensee/Manager who shall record the details of incidents reported in an 'Incident Book' kept at the Hotel.
 - Co-operate with any NSW Police Officers, Liquor & Gaming NSW Inspectors entering the premises.
 - Monitor the behavior of patrons in the vicinity of the Hotel and encourage them to leave its vicinity in a quiet and orderly fashion.
- 7.4 The Licensee shall make arrangements that if required, additional security personnel can be provided at the Hotel at short notice.
- 7.5 In the event a Security Guard does not report for duty at the required time, 30 minutes after the required time a replacement guard will be requested.
- 7.6 Where deemed appropriate / required, the Licensee or Manager will issue each Security Guard a two-way radio at the commence of the shift.

- 7.7 Security Guards are to make themselves familiar with the contents of the '**Jordan springs Tavern Hotel Plan of Management**' and comply with it at all times whilst on duty at the Hotel.
- 7.8 Security Guards engaged at the Hotel are to comply with the duties as assigned to them by the Manager on duty.
- 7.9 At close, Security personnel will monitor the exit points of the hotel building until all patrons have departed and shall assist in preserving the quiet and good order of patrons leaving.
- 7.10 Security officers shall move-on any intoxicated persons and persons drinking or behaving inappropriately, loitering or congregating in front of the premises, so as to maintain unobstructed pedestrian access and social amenity of the area.
- 7.11 The Licensee shall make copies of the Hotels, and Security Companies where applicable, Incident Books available to Liquor & Gaming Inspectors or the Police at all times.
- 8.10 All incidents involving violence or intoxication are to be recorded in the Hotel Incident Book.
- 8.11 All security related documentation shall be completed before the end of each shift.

8 Control of Patron Numbers

- 8.1 Hotel management shall control the number of persons admitted to the premises to ensure the premises environment remains safe and comfortable for all patrons.
- 8.2 The Licensee, Manager on duty, Security or a nominated staff member is to regularly monitor and assess the number of patrons within the Hotel regarding the possibility of over-crowding, and to ensure safe access and egress throughout the hotel at all times.
- 8.3 If any such assessment indicates a concentration of patron numbers in any area of the Hotel that could be reasonably deemed unsafe, measures shall be taken by staff or security at the direction of Hotel Management to disperse patrons to other areas of the Hotel to ensure the continuation of safe access and egress.

9 Operational Maintenance

- 9.1 The Hotel premises shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of Penrith City Council, both internally and externally.

- 9.2 The Licensee shall regularly review the Incident Register and address and review measures or management procedures to minimise the likelihood of any incident of a similar nature occurring in the future.

10 Liquor Accord

- 10.1 The licensee shall become, and shall remain an active member of the St Mary's/Penrith Liquor Accord, and shall comply with its resolutions in so far as they relate to the Hotel.

11 Plan Maintenance

- 11.1 If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the Hotel, the Licensee and Management will make such changes as deemed appropriate in consultation with Nepean PAC Licensing Police.
- 11.2 The Plan of Management will also be reviewed on a regular basis, and any changes to the plan will be noted in the 'Document Information' section (Page 2).
- 11.3 A full current copy of the Hotel Management Plan must be kept on-site and made available to Police, Liquor & Gaming Inspectors and Penrith City Council Inspectors upon request.