

SECURITY / ALCOHOL MANAGEMENT OPERATIONS REGISTER

DEFQON1
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Updated: 15th April 2016
Version 1

OBJECTIVE:

To identify perceived risks that may impact or be associated with the management of Alcohol and Harm Minimisation initiatives carried out by Bar Staff and Security at the DEFQON1 Music Festival.

AIM:

This Management Plan is aimed at reducing the risk of alcohol-related harm through the involvement of the Event Manager, Security and Alcohol sales staff at the DEFQON1 Music Festival. Our aim is to reduce the impact or risk to the community from excessive alcohol consumption by implementing Responsible service of Alcohol best practice and harm minimisation strategies.

NOTE:

This document is a living document and will be updated with any relevant changes as they are made available.

Table of Contents:

Title	1
Objective	2
Aim	2
Table of Contents	3
Venue Overview	4
Event Operational Hours	5
Site Map	6
Bar and Services Areas	7/8
Food Service	8
Responsible Service of Alcohol	8/9
RSA Marshalls	9
Managing Patron Behaviour	9/10
Procedures for dealing with Intoxication	10
Preventing Underage Drinking	10/11
Procedures for dealing with Underage Drinking	11
Patron Education/Awareness	11
Security and Safety	11/12
Staff Training	12/13
Transport	13

Venue Overview

Licencee/Manager & Food Operations	Vince Capolupo
Approved by Office of Regulatory Services	Date:
Telephone Number:	02 4729 3222
Mobile Number:	0419 491 125
Facsimile	
Email:	enquiries@regattakitcheandbar.com.au
Website:	

Security Manager	I-Sec - Peter Armstrong
Telephone Number:	1300 004 732
Mobile Number:	0414 425 967
Email:	peter.armstrong@Isec.com.au
Website:	www.isec.com.au

Event Site Manager	TBC
Telephone Number:	
Mobile Number:	
Email:	
Website:	

Bar Site Manager	Mark Hamilton
Bar Details:	Licensing & Bar Management
Telephone Contact:	0411 055 998

Bar Duty Manager	Gerry Penny
Bar Details:	Site Bar Management
Telephone Contact:	0405 474 223

Bar Duty Manager	TBC
Bar Details:	TBC
Telephone Contact:	

Bar Duty Manager	TBC
Bar Details:	TBC
Telephone Contact:	

Bar Duty Manager	TBC
Bar Details:	TBC
Telephone Contact:	

Event Operational Hours:

17th September 2016 – Main Festival Day

10:00 Gates Opens

10:30 Music starts

10:30 Bars opens

21:30 Bars A (East Side), Bar B and Bar D Closes

22:00 VIP Bar Closes

22:30 Bar A (West Side) and Bar C Closes

23:00 Event site Cleared

Site Map:

See attachments

Bars and Service Areas

Name of Area	DEFQON1
Description / Boundary	Penrith Regatta Centre
Trading Hours	10:30 – 22:30
Patron Capacity	25,000
Access by Minors	Over 18 Only
Security Staffing Levels	Currently Planned for 1:100
RSA Marshall Staffing Levels	20 Minimum during the peak time from 14:00-Bar Close
Type of Service	Public Areas – Bar Service, VIP Area – Bar Service <ul style="list-style-type: none"> - Sufficient lighting must be provided to effectively illuminate each bar area so as to enable easy observance and monitoring of patrons - The License area is to be kept clear of rubbish and is clean & tidy whilst alcohol is sold or supplied at the event - Free Water Available at all Times and sign posted with disposable cups at each water station

Name of Area	Bar A
Description / Boundary	Car Park
Trading Hours	11:00 – 21:30 (East Side) 11:00 – 22:30 (West Side)
Access by Minors	Over 18 Only
Security Staffing Levels	1 for each 12mtr of Bar open (minimum 2)
RSA Marshall Staffing Levels	1 for each open Race
Type of Service	Bar Service

Name of Area	Bar B
Description / Boundary	Boat Shed
Trading Hours	11:00 – 21:30
Access by Minors	Over 18 Only
Security Staffing Levels	1 for each 12mtr of Bar open (minimum 2)
RSA Marshall Staffing Levels	1 for each open Race
Type of Service	Bar Service

Name of Area	Bar C
Description / Boundary	Behind Boat Shed
Trading Hours	Saturday 11:00 – 22:30
Access by Minors	Over 18 Only
Security Staffing Levels	1 for each 12mtr of Bar open (minimum 2) when main event is open. When Camping only a minimum of 2 security must be in licensed area.
RSA Marshall Staffing Levels	1 for each open Race
Type of Service	Bar Service

Name of Area	Bar D
Description / Boundary	Black Stage
Trading Hours	Saturday 11:00 – 22:30
Access by Minors	Over 18 Only
Security Staffing Levels	1 for each 12mtr of Bar open (minimum 2)
RSA Marshall Staffing Levels	1
Type of Service	Bar Service

Name of Area	VIP Bar/Area
Description / Boundary	Opposite Main Stage (Red) on the northern edge
Trading Hours	Saturday 11:00 – 22:00
Access by Minors	Over 18 Only
Security Staffing Levels	1 (does not include security on the entrance/exits)
RSA Marshall Staffing Levels	1 for each open Race
Type of Service	Bar Service

Annexure: Alcohol Procedures for Non-Descript Areas. (Front of House/Artist Deck & Back of House)

There are 4 areas within the festival site which are referred to as Back of House which will have alcohol served and supplied. Some of this alcohol will be in glass. Some of this is the request to supply artist and production people drinks they request as part of their contract.

In order to manage these areas there are strict conditions in these areas. No alcohol will be allowed to leave this area unless it is in a plastic container or an aluminium can. Whilst it is acknowledged glass will be in these areas the sale and supply of alcohol in these areas will be subject to police discretion. There will be security and signage in these areas to help manage the areas.

These areas are defined as follows:

1. Front of House Area
2. Red Stage Back of House area
3. Production Area Back of House
4. Artist Deck at Northern End of Boatshed

There will also be 2 x Back of House (BOH) areas behind the BLACK (stage 2) and BLUE (stage 3) stages, which can only be accessed via an accreditation point. There will be no glass in these areas.

At each of these stages a small bar fridge will be placed out of public view, and will be filled with CANNED refreshments for the DJs and Stage Management Staff only. Drinks will comprise of the same beer, RTD's and non-alcoholic drinks as the festival bars.

The Stage manager will be in charge of serving these drinks.

Food Service

Food will be available for the duration of the event from various styles of food. This will be managed by The Lakeside Restaurant, Vince Capolupo.

Responsible Service of Alcohol

Registers

The Event Control Centre (ECC) will contain an Incident Register Book and an RSA Register for Security. The ECC operator will immediately complete an entry in the Incident Register following any incident as well as notify the relevant bar manager who will then notify the licensee via radio for more severe incidents.

RSA Register: Security	Location: Copy in ECC
Person responsible for Updating RSA Register	TBC
RSA Register contents	<ul style="list-style-type: none"> ✓ A Copy of staff RSA Certificates - Security ✓ A Copy of staff RSA Handout - Security
RSA Register: Bar Staff	Location: Bar Sign on Area at Bar B
Person responsible for Updating RSA Register	Suez Kelly
RSA Register contents	<ul style="list-style-type: none"> ✓ A Copy of the licensee's manager's RSA Certificate. ✓ A Copy of staff RSA Certificates ✓ A Copy of staff RSA Handout
Incident Register - Security	Location: ECC
Person responsible for Updating RSA Register	ECC
Types of Incidents recorded in the Register	<ul style="list-style-type: none"> ✓ Fail to Quit ✓ Refuse Entry due to Intoxication ✓ Removal / Exclusions of Patron/s ✓ Minors ✓ Signs of aggression by a Patron ✓ Criminal incidents ✓ All incidents logged by security will be kept in this register.
Incident Register – Individual Bar Areas	Location: Bar Areas
Person responsible for Updating RSA Register	Bar Manager
Types of Incidents recorded in the Register	<ul style="list-style-type: none"> ✓ Fail to Quit ✓ Refuse Entry due to Intoxication ✓ Removal / Exclusions of Patron/s ✓ Minors ✓ Signs of aggression by a Patron ✓ Criminal incidents ✓ All incidents will be recorded in logs by individual bar areas with the exception of Bar Camping. Bar Camping will maintain an approved Incident Register.

Generally all crowd related behaviour away from bar areas will be logged into security incident registers as individual crowd behavior is away from bar areas. All incidents including bar staff / security in the vicinity of the bar is logged in the bar incident register. This includes all bar related incidents including bar staff related incidents.

All incident registers are then kept by the licensee for future reference.

RSA Marshalls

- All RSA Marshalls and Bar Managers will be identifiable by high visibility vests with aforementioned titles on the back of the vest identifying their role
- There will be a ratio of 1:1000 RSA Marshalls for the festival. From 2pm until 9pm there will be a minimum of 20 RSA Marshalls
- There will be two (2) different roles performed by the RSA Marshalls during the event.
 - **Roaming RSA Marshalls** will be in teams of two (2) and both be in direct radio contact with the Site Manager/Bar Managers during the event. They will move about checking bar areas, queuing areas, and all other areas and generally be aware of any actions that may include alcohol, safety or anti-social related issues. If they deem a situation to require security assistance, they will radio the Security Manager/Bar Manager for assistance to their location. There will be a minimum of four (4) teams operating during the peak times.
 - **Bar RSA Marshalls** will be stationary at the head of each open queuing area. Their role will be to assist the Bar staff with assessing patrons as they approach the Bar Area for Intoxication or anti-social behaviour. They will work directly with the Bar staff in their "section" and call on the allocated Security Staff in their area for assistance if required.

Managing Patrons Behavior

Preventing Intoxication

Checklist

Low-alcohol beer available	✓ Yes
Drinks not to be sold	<ul style="list-style-type: none"> ✓ Any alcoholic drink that contains no more than 30ml of spirits/liqueur designed to be drunk rapidly ✓ Alcoholic drink greater than 1.6 standard drinks ✓ RTD Beverage with an alcohol by volume (ABV) content of more than 5%
Non-alcoholic beverages available until the end of the Event	✓ Yes
Free drinking water available	<ul style="list-style-type: none"> ✓ Yes ✓ 4 Water Stations positioned around the Island ✓ Patrons will have direct access to Free Water at all bars and will not be required to join the alcohol service queues to obtain drinking water.
Limit on number of drinks per patron	<ul style="list-style-type: none"> ✓ 4 Drink Limit – 10:30-19:00 ✓ 2 Drink Limit – 19:00-00:00 ✓ ALL ALCOHOLIC DRINKS SERVED OPEN
Food available	✓ Yes
Procedures are in place to help staff deal with patron who may be intoxicated	✓ Yes
Staff are trained in these procedures	✓ Yes
Midstength	✓ Yes

Procedures for Dealing with intoxication Incidents

Type of Incident: Intoxicated person trying to gain access to premises	
Responsibility:	Action to be taken:
Security	Security will refuse entry to any persons showing signs of intoxication both at the entry to the event & licensed area
Security	Security to notify the ECC Operator
ECC Operator	Log occurrence and notify licensee

Type of Incident: Refusal of service to intoxicated person	
Responsibility:	Action to be taken:
Bar Staff	Refuse service and notify Bar Manager and Security
Security	Security to explain to patron, provide free water and monitor patron and report it. If patron refuses to comply and follow instruction then will be asked to leave. If patron refuses to leave the premises or nearby area on-site Police will be advised.
ECC Operator	Log occurrence and notify licensee

Type of Incident: Removal of intoxicated person from premises	
Responsibility:	Action to be taken:
Security	If patron refuses to comply and follow instruction then will be asked to leave. If patron refuses to leave the premises or nearby area, on-site Police will be advised.
Security	Security will try to place patron with family or friends or arrange some form of public transport arrangement and then will report removal.
ECC Operator	Log occurrence and notify licensee

Preventing Underage Drinking

Checklist:	
Proof of Id Checks are in place in the venue	✓ Yes
Staff check ID for all patrons who look 25 years or younger	✓ Yes
Staff are trained in ID checking procedures	✓ Yes
Id checking devices are in place (eg Blacklight)	No
Minors Area Authorisation and bar area signs are displayed in relevant areas	✓ Yes
Signs about the secondary supply offence are displayed in all bars	✓ Yes
Staff are trained to recognise situations when second parties may be supplying liquor to minors	✓ Yes
Procedures are in place to help staff deal with suspected second party supply incidents	✓ Yes

Checking Proof of Age:		
Location of checking	Responsibility	What is checked
Bar queue/or line runs	Security/RSA Marshalls	Drivers Licence, Passport, Overseas visitors must produce passport.
Bar	Bar staff/Bar Mangers	Drivers Licence, Passport, overseas visitors must produce passport.

Procedures for dealing with underage drinking issues and incidents

Suspected fraudulent proof of age ID		
Type of incident	Action to be taken	
Patron presents Identification that appears to be fraudulent	Matter reported to onsite Police via ECC	
Dealing with suspected second party supply incidents		
Type of Incident	Responsibility	Action to be taken
Second party supply incidents	Bar Staff/ Bar Managers/Security RSA Marshalls	All incidents referred to the onsite Police for further investigation

Patron Education / Awareness

Underage Drinking/Responsible Consumption of Alcohol/Failing to leave the premises/Safe Transport	
Location	Type of Activity
Main Entry	Signage on conditions of entry
Bar Areas	Signage in bar area
Website	Information on event website

Security and Safety / amenity of the neighborhood

Name of Security Company	I-Sec
Telephone Number:	
Email:	
Website:	www.isec.com.au

Security Manager	Peter Armstrong
Telephone Number:	
Mobile Number:	
Facsimile	
Email:	
Website:	www.isec.com.au

Area Serviced	Event site and surrounding area
Minimum safe Security Level	1:100
How is Security deployed	Via the event control centre
Day and time of patrolling	24 hour coverage for the duration of the event, including the bump in and bump out

Anti-Social / Violent Behaviour

Dealing with anti-social / violent behavior in vicinity of venue		
Location	Responsibility	Action to be taken
Nearby residential premises	Event Security	Residential security patrols of neighboring area, all incidents will be reported to on-site police
Nearby business premises	Event Security	Business security patrols of neighboring area, all incidents will be reported to on-site police

Local Community

Procedures for dealing with impact of venue on local community		
Issue	Responsibility	Strategy
Complaints by nearby residential premises	Event Security/Event Control Centre	Event Phone number to local community (TBA)

Staff Training

Checklist	
Staff Training	All staff have completed a Responsible Service of Alcohol Course
Staff receive information about	<ul style="list-style-type: none"> ✓ Liquor Laws ✓ RSA ✓ Venue operating procedures (e.g. Security Id Checks) ✓ Event Induction
Staff have access to resources	<ul style="list-style-type: none"> ✓ Alcohol Management Operations Register ✓ Event induction ✓ Website

Staff briefing about venue procedures and other information outlined in this register

Topic	Instructions Issued	Issued to	Date Issued
Intoxication	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing
Proof of age checks	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing
Second party sales	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing
Anti-social behavior in vicinity of venue	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing
Safe transport options	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing

Transport

Car Park Areas

Location of Car park	Cost of Parking	Hours of Operation	Communication Method
TBC			

Safe transport Options

Buses	
Operated by	TBC
Nearest pick up / drop off points	
Serves Area	
Venue Patrons informed by	

Taxi Operator	
TBA	

Key Contacts

Licencing Police	Contact Name: Telephone Email	Kerry Smith
Local Council	Contact Name Telephone Email	