

THE GREAT CLUB

MARRICKVILLE
EST. 2020

2023

PLAN OF MANAGEMENT



**160 – 164 LIVINGSTONE ROAD,
MARRICKVILLE**

**ON PREMISE LIQUOR LICENCE -
LIQO660011232**

LICENSEE: ALISON AVRON FLETT

Alison A. Flett LIC: CCH10793361

CLASS A L EXP 18/07/2024

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1. Plan of Management Purpose & Introduction

The purpose of this plan of management is to establish performance criteria for the security aspect of the Great Club (TGC). The Great Club is committed to implementing a Plan of Management to ensure that it operates without incident or disturbance to the community and ensures:

Police Co-Operation and Compliance

Liquor Act Compliance

Security Industry Act Compliance

Council Compliance

2. Use of Plan

The Great Club has contracted Red Dawn Venues (RDV) Security/RSA Marshalls to ensure ongoing quality in our services. All employees of RDV will be made familiar with this Plan of Management.

3. Security Policies and Procedures

3.1. Upon commencement at The Great Club, all Security Officers/RSA Marshalls new to the venue must complete a quick induction in which staff are advised of all policies and procedures, and of their roles and responsibilities in representing the venue.

3.2. Once they've read and understood the SOP's thoroughly, they must then sign off on them to ensure they've acknowledged TGC's requirements.

3.3. All security officers have completed a VETAB accredited Security Course as required under the Security Industry Act

3.4. All security officers have completed an accredited Responsible Service of Alcohol Course

3.5. Regular meetings and training sessions are held to ensure officers maintain updated information about their duties and the security and licensing requirements of the venue. Security officers are constantly appraised on their functionality, attitude, appearance, communications, discharge of their duties and their technical knowledge on a regular basis.

4. Security Staff Responsibilities

4.1. Security/RSA personnel must ensure they:

- a) have read, understood, signed and dated the Great Club Sydney Security SOP's
- b) are carrying their RSA card or have their Services NSW App at all times
- c) are displaying their security licence at all times
- d) are wearing a working radio/earpiece for communication at all times
- e) are aware of the trading hours
- f) are aware and comply with all conditions of the liquor licence
- g) they and fellow staff members adopt the “hands off policy” practice
- h) they understand the code of Practise with the RSA House Policy as outlined by the Office of Liquor Gaming and Racing (OLG&R)
- i) report any incidents in the incident register

4.2. All employees receive company documentation outlining their responsibilities regarding compliance to the Liquor Licensing Laws upon commencement of employment. A memo signed by employees stating that they read all of the documents and understand their obligations is retained in each staff file.

4.3. Staff members receive regular reinforcement and updates through onsite training, meetings and memos via email, phone notifications.

4.4. All security/RSA Marshalls working at TGC understand the severity of RSA within the venue.

4.5. RDV staff will advise all patrons to leave in an orderly and quiet manner.

4.6. After everyone has left the bar areas, a security guard will then be positioned on the footpath of the front door to ensure all patrons have left the building.

4.7. When Police or other government authority is onsite, guards are to:

- a) Radio or notify management instantly
- b) Ensure they are greeted in a polite manner
- c) Refuse or ask any patrons to leave that Police suspect to be approaching intoxication, no questions asked.
- d) Monitor their movements in case they are watching any persons of interests, then escort POI if required.

5. On Duty Hours of Security

5.1. Fridays & Saturdays 6.30pm to 12.30am or as required.

5.2. Any additional guards, hours for events/functions are always passed on by Alison Flett (licensee) or Grant Kay (General Manager) to RDV.

6. Customer Service & Engaging with Patrons

6.1. We always must ensure we meet and greet all patrons when they enter or leave the venue.

6.2. Engaging with patrons is a requirement, to ensure we have knowledge of their current state.

6.3. Security officers are constantly reminded that they represent the image of the TGC, so great customer service is a must, especially when dealing with regular customers.

7. Deployment

7.1. When one (1) guard is on duty, this guard must remain at the front of the venue, ensuring they keep an eye on the entrance.

7.2. The front door guard will also ensure that no minors enter at any time without a responsible adult and every patron is scanned thoroughly for any signs of intoxication/quarrelsome behaviour.

7.3. Front door guard will also ensure no drinks are taken outside of the front doors and to ensure the smoking area is lawfully abided by all patrons.

7.4. Roaming guards or RSA Marshals will be required to check all areas of TGC and keep liaising with the door guards of their status on any potential RSA Removals.

8. Minors

8.1. Anyone under the age of 18 is only permitted at TGC if accompanied by a legal parent or guardian

8.2. They must be accompanied by their guardian at all times

8.3. A guardian is a person of responsibility i.e. an adult relative, school teacher or legal guardian. It is not an 18–21-year-old sister or boyfriend.

9. I.D. Checking on Entry

9.1. Security staff are to check ID's of every patron that looks to be 18-25 years of age to verify/confirm their age.

9.2. All IDs must be a valid form of Passport, Driver's Licence or Photo Card – no expiry date, no entry.

9.3. If management overrule, then entry may be permitted, as long as management are sure

9.4. The only accepted three forms of proof of age are:

- a) Current Photo Drivers Licence (or interstate/international)
- b) Current Photo Proof of Age Card (or interstate/international)
NO STUDENT ID CARDS
- c) Current Passport or international

9.5. All ID's must be current with an expiry date, and must not be defaced or damaged.

10. Amenity of Neighbourhood

10.1. RDV Security shall consider the amenity of neighbours and shall take all reasonable measures to ensure the conduct of our patrons does not impact adversely on the surrounding areas.

10.2. RDV Security will do the utmost to ensure the responsible behaviour of the venue clientele and employees when entering or leaving the premises in the immediate TGC vicinity.

10.3. Security officers have the responsibility of constantly monitoring every patron upon entry for signs of intoxication, violent or quarrelsome behaviour with the aim to prevent potential criminal activity and disorderly conduct from occurring on or near the premises.

10.4. RDV responds to legitimate complaints and resident concerns and takes all reasonable steps to ensure the premise is functioning as a good neighbour, including notifying all security staff/personnel and ensuring ways of compromising the concerns/complaints.

10.5. RDV prevents the removal of purchased open bar liquor from the licensed premises.

10.6. RDV ensures all members of the public are briefed on local issues, events and/or including potential traffic, noise or other issues as they arise.

10.7. RDV notifies staff to clear and clean any rubbish from the areas surrounding the premises. In addition Security guards are instructed to relay any breakages/damages of concern to venue management for immediate clean- up or investigation.

10.8. At close of the venue, security will patrol the block and clean any rubbish from all surrounding streets to ensure no glass/alcoholic beverages or wastes will remain within TGC vicinity.

10.9. Employees and security assist patrons in accessing safe transportation out of the area. We provide information about access to railway stations; late night bus services and taxi ranks as well as supplying those taxis.

11. Noise

11.1 TGC Noise Policy is to:

- a) minimise noise generated from the premises
- b) ensure all patrons entering and exiting the smoking area, abides by the levels of noise due to surrounding residence
- c) upon or near closing, security guards assist with patrons leaving the premises in orderly fashion to maintain the quiet and good order of the neighbourhood.

Security officers are instructed to monitor the surrounding areas for noise relating to TGC or its patrons and act accordingly to reduce noise from the premises.

11.2. A complaints register is to be maintained and provided to Council Authorised Officers and NSW Police Officers upon their request. The complaints register is to include:

- a) Contact details of all complainants;
- b) time and date the complaint is received;
- c) description of the complaint;
- d) description of the activities occurring which gave rise to the complaint; and
- e) action taken to resolve the issue/complaint.

12. Behaviour of Patrons

12.1. RDV shall take all reasonable steps to control the behaviour of the patrons of the premises as they enter and leave.

12.2. The licence attached to the premises shall be exercised - at all times - in accordance with the provisions of the Liquor Act and The NSW Industry Code of Practise.

12.3. In accordance with NSW Liquor Licensing laws all staff including security must have completed their Responsible Service of Alcohol (RSA) course and hold a current certificate before being employed.

12.4. Each personnel will be carrying their RSA Competency card or have a copy of their certificate on premise.

13. Responsible Service of Alcohol

13.1. Our responsible practises of alcohol aim to:

- a) prevent underage drinking;
- b) prevent and manage intoxicated, disruptive or violent behaviour occurring on the premises and;
- c) prevent driving with illegal blood alcohol concentration.

13.2. Security personnel are aware of:

- a) how to identify intoxication and how to deal with any patron identified as intoxicated;
- b) heavy penalties apply for TGC;
- c) serving intoxicated people risks the safety of security, staff and patrons
- d) if in doubt do not allow entry
- e) the legal definition of intoxication is “loss of normal bodily function of control”

13.3. Signs of intoxication are:

- a) slurring speech
- b) unsteady on feet swaying
- c) fumbling for or dropping money
- d) aggression or mood extremes (boisterous or depressed)
- e) bloodshot or watery eyes
- f) falling asleep
- g) incoherence

14. ‘Hands off’ Policy

14.1. TGC does not tolerate violence or aggressive behaviour, the ‘Hands off’ Policy is a successful mechanism used to minimise or de-escalate situations from occurring.

14.2. No security personnel are to ever use more than reasonable force. Result in using force or excessive force will result in an instant dismissal from all RDV venues.

14.3. When dealing with a non-compliant or aggressive patron, always ensure management/head guard are contacted for immediate assistance. Always liaise with management when dealing with offending patrons, as they’ll assist in attempting to defuse the situation.

14.4. If violence is committed on the premises, reasonable force may only be applied to separate and diffuse the situation.

14.5. This policy also aims at ensuring all patrons enjoy themselves, knowing they will not be forced out with unnecessary physical force.

14.6. Communication is the only key to a successful removal, any reasonable force used must be recorded in our incident register.

14.7. If it takes a longer period to ensure a patron leaves peacefully, this is an acceptable form of removal, as it defuses any physical force needed.

15. Closed Circuit Television

15.1. The licensee must maintain a closed-circuit television (CCTV) system on the premises in accordance with the following requirements:

- a) the system must record continuously from opening time until one hour after the premises is required to close (or, in the case of a premises that is not required to cease trading, continuously at all times),
- b) recordings must be in digital format and at a minimum of ten (10) frames per second,
- c) any recorded image must specify the time and date of the recorded image,
- d) the system's cameras must cover the following areas:
 - i) all entry and exit points on the premises,
 - ii) the footpath immediately adjacent to the premises, and
 - iii) all publicly accessible areas (other than toilets) within the premises.

15.2. The licensee must also:

- a) keep all recordings made by the CCTV system for at least 30 days,
- b) ensure that the CCTV system is accessible at all times the system is required to operate pursuant to clause 5.1.a, by at least one person able to access and fully operate the system, including downloading and producing recordings of CCTV footage, and
- c) provide any recordings made by the system to a police officer or Liquor & Gaming NSW inspector within 24 hours of any request by the police officer or Liquor & Gaming NSW inspector to provide such recordings.

16. Incident Register

16.1. 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 Liquor Act 2007,
- d) any incident that results in a patron of the premises requiring medical assistance.

16.2. The licensee must, if requested to do so by a police officer or Liquor & Gaming NSW inspector:

- a) make any such incident register immediately available for inspection by a police officer or Liquor & Gaming NSW inspector, and
- b) allow a police officer or Liquor & Gaming NSW 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.

17. Crime Scene Preservation

17.1. 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 & 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.

17.2. Crime Scene Preservation Guidelines outlined in Annexure 1