

**THE GREAT CLUB**  
MARRICKVILLE  
EST. 2020

2023

## PLAN OF MANAGEMENT



**160 – 164 LIVINGSTONE ROAD,  
MARRICKVILLE**

**ON PREMISE LIQUOR LICENCE –  
LIQ0660011232**

**LICENSEE: ALISON AVRON FLETT**

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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:

- a) Police Co-Operation and Compliance
- b) Liquor Act Compliance
- c) Security Industry Act Compliance
- d) 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.

## 4. Security Policies and Procedures

4.1. Upon commencement at The Great Club Sydney, 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.

4.2 Once they've read and understood the SOP's thoroughly, they must then sign off on them to ensure they've acknowledged the Great Club Sydney's requirements.

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

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

4.5. Regular meetings and training sessions are held to ensure officers maintain updated information about their duties and the security and licensing requirements of the hotel.

4.6. Security officers are constantly appraised on their functionality, attitude, appearance, communications, discharge of their duties and their technical knowledge on a regular basis

## 5. Security Staff Responsibilities

5.1. When commencing their shift, 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
- c) are displaying their Security License
- d) are wearing a working **radio/earpiece** for communication
- e) Are aware of the Trading Hours
- f) Be aware and comply with all conditions of the Liquor license.
- g) Ensure yourself and all fellow staff members adopt the "hands off policy" practice.

- h) Understand the code of Practise with the RSA house policy as outlined by the Office of Liquor Gaming and Racing (OLG&R)
- i) 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.
- j) Staff members receive regular reinforcement and updates through onsite training, meetings and memos via email, phone notifications.
- k) All security/RSA Marshalls working at The Great Club Sydney understand the severity of RSA within the venue.
- l) RDV staff will advise all patrons to leave in an orderly and quiet manner.
- m) 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.

#### 5.2 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.

#### 6. On Duty Hours of Security

- a) As required on a case by case basis
- b) Any additional guards, hours for events/functions are always passed on by Alison Flett (licensee) or Marcus Hadnum (Operations Manager) to RDV.

#### 7. Customer Service & Engaging with Patrons

- a) We always must ensure we **meet and greet** all patrons when they enter or leave the venue.
- b) Engaging with patrons is a requirement, to ensure we have knowledge of their current state.
- c) 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.

#### 8. Deployment

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

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

## **9. Amenity of Neighbourhood**

- a) 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.
- b) 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.
- c) 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.
- d) 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.
- e) RDV prevents the removal of purchased open bar liquor from the licensed premises.
- f) 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.
- g) 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.
- h) 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.
- i) 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.

## **10. Noise**

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

## 11. Behaviour of Patrons

- a) RDV shall take all reasonable steps to control the behaviour of the patrons of the premises as they enter and leave.
- b) 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.
- c) 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.
- d) Each personnel will be carrying their RSA Competency card or have a copy of their certificate on premise.

## 12. Responsible Service of Alcohol

12.1. Our responsible practises of alcohol aim to:

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

12.2. 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”

12.3. 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

## 13. Minors

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

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

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

#### 14. I.D. Checking on Entry

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

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

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

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

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

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

#### 15. 'Hands off' Policy

15. 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.

15.2. 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.

15.3. 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.

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

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

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

15.7. 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.