

Plan of Management

The George Tavern

August 2021



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Plan of Management

The George Tavern

5 Molly Morgan Drive, EAST MAITLAND NSW 2323

Prepared By

Design Collaborative Pty Ltd.

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Appendices			
Appendix	Title	Prepared / Issued	Date
A	Liquor Licence (LIQH400115229)	Liquor & Gaming NSW	18 November 2020
B	Licensed Area Plan	Design Collaborative / Darren Mah Design	23 July 2021
C	Intoxication Guidelines	Liquor & Gaming NSW	25 March 2020
D	Prevention of Intoxication on Licensed Premises Guidelines	Liquor & Gaming NSW	18 November 2020
E	Liquor Promotion Guidelines	Liquor & Gaming NSW	26 March 2019
F	Crime Scene Preservation Guidelines	NSW Police (Alcohol & Licensing Enforcement Command)	24 April 2015
G	Development Consent (DA/20201/[XXX])	Maitland City Council	TBD

1. Introduction

1.1 Purpose and Implementation

- 1) The purpose of this Plan of Management is to establish performance criteria for various aspects of the operation of The George Tavern (*the Tavern*) having regard to the relevant matters under the Liquor Act and Regulations, Gaming Act and Regulations and the Environmental Planning and Assessment Act.
- 2) The Tavern's licensee and staff will make themselves familiar with, and at all times comply with, the conditions listed on The George Tavern Liquor Licence No. LIQH400115229 (**Appendix A**) and the requirements of any Maitland City Council development consent (**Appendix G**) or approval granted under the *Environmental Planning and Assessment Act, 1979*.
- 3) All staff and security employed at the Tavern shall be made familiar with the relevant guidelines issued by Liquor & Gaming NSW including the *Intoxication Guidelines* (**Appendix C**), *Prevention of Intoxication on Licensed Premises Guidelines* (**Appendix D**) and *Liquor Promotion Guidelines* (**Appendix E**).
- 4) The Tavern's licensee shall be an active member of the Maitland Local Liquor Accord. The Tavern's licensee shall ensure all new employees are informed of the contents and requirements of the Plan of Management at the commencement of their employment and through regular staff meetings.

2. Premises and Operation

2.1 The Tavern

- 5) The Tavern is located at 5 Molly Morgan Drive, East Maitland (*the Subject Site*) where it has been operating under a Tavern Liquor Licence since 1976 (**Appendix A**).
- 6) Adjacent premises to the Tavern includes commercial suites, shops/showrooms, a service station and the Stockland Green Hills Shopping Centre.
- 7) The closest residential properties are approximately 120 metres south-east from the boundary of the Subject Site.
- 8) The Tavern contains a central bar area, bistro, sports bar with outdoor area, outdoor dining/lounge area, gaming room, two function rooms, kitchen, kids playground, amenities

and a drive through bottle shop. The basement of the Tavern contains storage and staff areas. There is also an undercroft coffee cart area located directly at the front of the Tavern.

- 9) Access to the Tavern is provided as such:
 - a) Main entrance stairs at the front;
 - b) Stairs and ramp to the foyer in the northern corner;
 - c) Internal stairs from the south-east car parking area of the Subject Site; and,
 - d) A ramp at the rear into the bistro area.
- 10) The approved licensed area for the Tavern covers the whole Subject Site and is approximately 5880sqm (**Appendix B**).
- 11) The minor's area authorisation excludes the Tavern's gaming room and TAB area.

2.2 Hours of Operation

- 12) The Tavern's operating hours are as follows:

**9am – 4am, Mondays to Saturdays; and,
10am – 12 midnight, Sundays.**

- 13) The bottleshop hours are as follows:

**9am – 12 midnight, Mondays to Saturdays; and,
10am – 11pm, Sundays.**

- 14) The gaming room trade during the above hours is subject to 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.
- 15) The kitchen, staff areas and all non-public areas of the Tavern may be in operation at any time.
- 16) Staff and authorised persons are permitted on the premises at any time.
- 17) Entry to and exit from the Tavern after 12.00am (midnight) will be restricted to the main entry stairs and the gaming room entrance at the front.

2.3 Live Entertainment

- 18) At the discretion of the Licensee, a variety of entertainment options are provided. These include soloist or duo performing, 'live' recorded background music, a "DJ", and occasionally bands.
- 19) Live entertainment is usually located inside the Tavern premises to minimise noise and disturbance to neighbouring properties. Background recorded music and DJ's can be located on outdoor deck areas but at a limited volume.
- 20) Live entertainment may be provided until 12:30am.

2.4 Signage

- 21) All signage as required by the current Liquor Act and Regulations is to be displayed at all times.
- 22) All signage as required by the current Gaming Machines Act and Regulations is to be displayed at all times.

2.5 Other Operational Matters

- 23) The Licensee will continue to be an active member of the local liquor accord.
- 24) Any issues raised by the Maitland Police Local Area Commander or delegate shall be dealt with as soon as practicable, with the intention of obtaining a suitable outcome for all parties involved.
- 25) The Licensee or manager on duty are to ensure adequate staff are rostered on to ensure the safe and compliant operation of the Tavern at all times.
- 26) The Licensee or manager on duty are to ensure regular patrols of the Tavern are conducted to identify and address any issues relating to intoxication, anti-social or violent behaviour and patron safety.

3. Noise and Amenity of the Neighbourhood

3.1 Amenity

- 27) At all times, the Licensee of the Tavern shall consider the amenity of the Tavern's neighbours and shall take all reasonable measures to ensure that adverse impacts to the amenity and quiet and good order of the surrounding areas do not occur.



- 28) The Licensee will take all reasonable measures to ensure that the behaviour of staff and patrons of the Tavern when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood.
- 29) The Licensee shall ensure that noise from mechanical plant is adequately attenuated.
- 30) The Licensee shall ensure that equipment used for venting the kitchen is regularly serviced and maintained to ensure the escape of odours is minimised.

3.2 Complaints

- 31) The Licensee or manager on duty shall ensure that any telephone complaint is immediately answered and the complaint is addressed properly, efficiently and courteously. Any issues raised by nearby residents affected by the operation of the Tavern shall be dealt with in a sympathetic and timely fashion, with an emphasis on maintaining the Tavern's ongoing support in the community.
- 32) The measures taken in response to any noise complaint shall be recorded in the Tavern incident book and/or manager's diary and such book is to be available for inspection by Police, Liquor & Gaming and Council inspectors upon reasonable request.

3.3 Waste and Deliveries

- 33) Commercial waste bins used for the premises are to be left outside the Tavern on the days as prescribed by Maitland City Council for waste collection and then promptly removed. Lids should be closed to prevent littering.
- 34) All non-recyclable commercial waste bins for the premises must be presented for collection in a lidded receptacle.
- 35) All deliveries to the Tavern shall be made during daylight hours in order to minimise any noise disturbance to the surrounding residential community.

4. Patron Management

- 36) The Licensee or manager on duty must ensure as far as is practicable that the behaviour of patrons entering and leaving the premises does not detrimentally affect the amenity of the neighbourhood.



- 37) In this regard, the manager/licensee must be responsible for the control of noise and litter generated by patrons of the premises and must ensure that as far as practicable patrons leave the vicinity of the premises in an orderly manner.
- 38) Any patron whose behaviour is either extreme or objectionable may be barred from entering the premises for a period of time to be determined by the licensee.
- 39) The Licensee and staff shall take all reasonable steps to ensure that there is no loitering in the vicinity of the Tavern by persons who may be seeking admittance to it.
- 40) Patrons must be prevented from removing glasses, opened cans, bottles or alcohol from the premises except for complimentary water bottles/plastic cups and alcohol purchased as takeaway alcohol.

4.1 Control of Patron Numbers

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

5. House Policy

5.1 Minors

- 44) 44) Minors may only enter designated areas in the presence of a responsible adult. Minors are not permitted in restricted areas (**Appendix B**).
- 45) Minors will not be served alcohol and individuals procuring alcoholic drinks for minors will be removed from the premises.
- 46) All patrons are required to provide acceptable evidence of age where there is any doubt they are under 18 years of age.



5.2 Intoxicated and Disorderly Patrons

- 47) All staff employed at the Tavern are to be trained on the provisions regarding intoxication contained in the *Intoxication Guidelines* (**Appendix C**).
- 48) Unduly intoxicated patrons will not be served and management will support staff who do not serve unduly intoxicated patrons.
- 49) Unduly intoxicated patrons will be asked to leave the Tavern. Tavern staff will, if requested, arrange for a taxi to take unduly intoxicated patrons home.
- 50) All staff are to actively monitor levels of undue intoxication of all patrons. The licensee and manager will seek to meet their duty of care obligations to all patrons.

5.3 Security

- 51) Licensed security guards will be deployed to assist Tavern staff in patron management and crowd control. A register and copy of current licences of security are kept by Tavern management. The licensee will ensure that this register is kept up to date.
- 52) Security personnel will normally direct incidences of intoxicated patrons to management, and act in accordance with the instructions of management. However, they are permitted and encouraged to refuse entrance to intoxicated persons.
- 53) All security personnel must act respectfully towards patrons at all times and will not use considerably excessive force in removing patrons.

5.4 Staff Training

- 54) All staff must be trained efficiently and effectively to perform their job and must have training in the Responsible Service of Alcohol.
- 55) All staff agree to work according to House Policy(s).
- 56) Regular staff meetings must be held to ensure that staff are kept informed of changes in the industry.

5.5 Promotions

- 57) All staff employed at the Tavern are to be trained on the provisions regarding the promotion of liquor contained in the *Liquor Promotion Guidelines* (**Appendix C**).

6. Responsible Service of Alcohol

- 58) The Tavern shall adopt and promote the Liquor & Gaming NSW's *Intoxication Guidelines (Appendix C)* and *Prevention of Intoxication on Licensed Premises Guidelines (Appendix D)*.
- 59) Management and staff 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.
- 60) The Licensee will maintain a register containing copies of Competency Cards showing the satisfactory completion of Responsible Service of Alcohol Courses by management and staff. That register shall be made available for inspection on request from a NSW Police Office or Liquor & Gaming Inspector.
- 61) The Tavern 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.
- 62) Alcohol consumption by all patrons of the Tavern shall be actively monitored by the licensee/management/staff of the Tavern.
- 63) Any patron entering the premises between 12.00am (midnight) and close of trade and close of shall be assessed regarding their level of sobriety at the time of entry.
- 64) Sale and service of alcohol is to cease at 3am from Monday to Saturday and 30 minutes prior to closure on Sundays.
- 65) The Tavern Licensee and employees will ensure that any liquor promotion that is conducted on the premises is done in accordance with *Liquor Promotion Guidelines (Appendix E)*.
- 66) Low alcoholic beverages and non-alcoholic beverages will be available at all times, and action shall be taken to make patrons aware of this availability.
- 67) Free drinking water shall be provided and its availability promoted at all times the Tavern is open and trading.
- 68) The Tavern licensee, manager and staff encourage patrons to monitor and control consumption of liquor and will deter patrons from rapid and excessive consumption of liquor.
- 69) The Tavern has food options available at all times liquor is available.



- 70) The Tavern 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 shall be called.
- 71) No person under the age of eighteen (18) years shall be served any alcoholic beverage at the Tavern. Photographic identification will be required from anyone who appears under the age of 25 to confirm their age. The current acceptable proof of age identification is as follows:
- a) A driver or rider licence or permit issued by an Australian State or Territory or any foreign country;
 - b) A NSW Digital Driver Licence;
 - c) Australian or other passport;
 - d) NSW photo card;
 - e) Proof of age card issued by a public authority of the Commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age; and,
 - f) Keypass (over-18) identity card issued by Australia Post.
- 72) Where possible staff and management will assist patrons with transport enquiries.
- 73) The Licensee shall use written memos and meetings to ensure that staff are up to date in their knowledge of industry guidelines, practices and procedures regarding the responsible service of alcohol. A record memos and meetings shall be maintained.
- 74) Tavern staff will conduct regular patrols of all areas of the Tavern to ensure no patron is showing signs of intoxication or stockpiling drinks.
- 75) Tavern staff will not allow any person to enter the premises who is showing signs of intoxication.
- 76) The Tavern will not permit a patron who is identified as showing signs of intoxication to remain on the premises.

7. Refusal of Service Policy

- 77) In line with cl. 5 Meaning of "intoxicated" under Part 1 of the *Liquor Act, 2007*, the Tavern defines a person as being "intoxicated" if the speech, balance, co-ordination or behaviour is noticeably affected due to the consumption of alcohol.



- 78) The Tavern attempts to prevent or limit intoxication by providing free water or non-alcoholic drinks, offering food, communicating with patrons to attempt a slowing of their consumption of alcohol.
- 79) Tavern staff are trained to monitor the consumption of alcohol on the premises as well as patrons' behaviour to identify and prevent intoxication. Tavern staff are also familiar with prevention strategies in line with the Refusal of Service policy and procedure contained in this Plan.
- 80) If a patron is considered to be approaching intoxication or consuming liquor irresponsibly and in a manner likely to result in intoxication, staff may refuse service to a customer to prevent such an occurrence. Once a patron is deemed to be intoxicated by staff, by law they are refused service and asked to leave the premises. In the instance, if patron refuses to follow directions to leave the Premises, Police are informed immediately for assistance.

7.1 Refusal of Service Procedure

- 81) Staff at the Tavern shall take the following steps in refusing service to potentially intoxicated patrons:
- a) Identify and observe speech, balance, co-ordination and behaviour of patron.
 - b) Notify manager on duty and security of the suspicion.
 - c) Follow instructions of manager on duty.
 - d) Politely inform the patron that they will no longer be able to be served alcohol.
 - e) Politely inform the patron that they must leave the premises.
 - f) Inform all staff and security on duty.
- 82) If this is not possible, staff are to use their own discretion to determine whether or not a patron is intoxicated through the following observations, as adopted in the Intoxication Guidelines (**Appendix C**):
- a) Does the person smell of alcohol?
 - b) How long has the person been drinking?
 - c) When did the person enter the premises?
 - d) Was the person affected by alcohol when they arrived?



- e) What type of alcohol has been consumed?
- f) How much alcohol have you seen the person drink?

7.2 Strategies for Refusing Service

83) Management and staff at the Tavern can take the following steps in refusing service of alcohol to potentially intoxicated patrons:

- a) Always communicate with the manager on duty in the first instance;
- b) Communicate with the patron prior to the point of intoxication. Find out their name, what they are doing at the Tavern, if they have plans to move on or stay and how they are getting home;
- c) If approaching intoxication, inform the patron that their next drink will be their last or that they are required to moderate their alcohol intake. Suggest non-alcoholic drinks and food options.
- d) Avoid speaking to the patron in front of others, take them to the side or speak to them before they come to the bar;
- e) Be polite and friendly;
- f) Avoid calling the patron "drunk" or insulting them;
- g) Offer to call the patron a taxi; and,
- h) Use details of the law. Use details of the law.

8. Responsible Conduct of Gaming

84) Only staff who have completed an approved Responsible Conduct of Gambling Course are permitted to work in gaming areas of the Tavern such as poker machines, TAB and KENO terminals. A register and copy of all staff Responsible Conduct of Gambling certificates is kept by the licensee.

85) Signage required by Liquor & Gaming NSW must be displayed in the gaming, TAB and Keno areas. This signage is as follows:

- a) 1G – Gambling Warning - "What's gambling really costing you?";
- b) 6G – Gambling Counselling – "Help is close at hand"; and,
- c) 3G – Chances of Winning – "A million to one";

- 86) Brochures are to be available in each gaming, TAB and Keno areas. These brochures are as follows:
- a) Information about the odds – betting on gaming machines and for Keno; and,
 - b) Help is close at hand – where TAB betting is conducted;
- 87) Contact cards for self-exclusion (2G) are to be securely attached to each bank of gaming machines in a card holder so they can be clearly seen when playing a gaming machine or approaching the bank of gaming machines.
- 88) A gambling counselling sticker is to be displayed on each gaming machine which details the contact number of gambling help services.
- 89) Problem gambling signage is to be prominently displayed on or near all ATMs, cash-back terminals and EFTPOS terminals located in the TAB area. Problem gambling messages shall also be included in all player activity statements, all betting entries and tickets, all gaming machine tickets (as per TITO standard) and any advertisements in written form relating to totalizator, keno or gambling (betting and racing).
- 90) No signage advertising gaming machines is to be visible externally from the Tavern.
- 91) The Tavern has an established self-exclusion scheme. If a patron wishes to self-exclude:
- a) Staff advise the patron that a self-exclusion scheme is available;
 - b) Staff provide the patron with the name and contact details of a problem gambling service;
 - c) Staff provide the patron with details of a body that can assist with self-exclusion;
 - d) Photographs of self-excluded patrons are published in the supervisor's office. All staff are encouraged to review these photographs for reference purposes;
 - e) Staff are authorised and encouraged to stop self-excluded patrons from entering or remaining in the gaming area.
- 92) The Tavern does not cash cheques.
- 93) Any amount over \$5,000.00 must be paid by way of cheque. The cheque must say "Prize Winning Cheque – cashing rules apply". Cheques can only be signed by an account signatory. If requested by a patron any winning can be paid by cheque.

94) The Tavern does not provide any gaming inducements or gaming reward schemes.

95) The Tavern does not operate any electronic player reward schemes. The Tavern does not operate any electronic player reward schemes.

9. Crime Scene Preservation Guidelines

96) Immediately after a person in charge of the Tavern becomes aware of an incident involving an act of violence causing a visible injury to a person on the premises, the person in charge will:

- a) Take all practical steps to preserve and keep intact the area where the act of violence occurred, retain all material and implements associated with the act of violence in accordance with the *Crime Scene Preservation Guidelines* issued by the NSW Police (**Appendix F**); and
- b) Make direct and personal contact with the Local Area Commander or his/her delegate and advise the Commander or delegate of the incident; and
- c) Comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred; and
- d) Clear the location where the incident occurred of patrons and staff and barricade or close off the area; and
- e) Leave and do not touch, or allow to be touched, any items associated with the act of violence, such as weapons, broken glass, blood etc.; and
- f) Not interfere with the crime scene such as moving furniture or other property within the crime scene.

10. Incident Register

97) The licensee must maintain a register, in accordance with the requirements of the Liquor Act, in which details are to be recorded of any of the following incidents and any action taken in response:

- 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 Act,
 - d) Any incident that results in a patron of the premises requiring medical assistance.
- 98) The licensee must, if requested to do so by a police officer or 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.
- 99) The licensee must ensure that the information recorded in the incident register under this section is retained for at least 3 years from when the record was made.

11. CCTV

- 100) 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;
 - b) Recordings must be in digital format and at a minimum of ten(10) frames per second; Recordings must be in digital format and at a minimum of six (6) frames per second;
 - c) Any recorded image must specify the time and date of the recorded image; AND,
 - 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.
- 101) The licensee must:
- 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 1 (a), by at least one person able to access and fully operate the system, including downloading and producing recordings of CCTV footage, and provide any recordings made by the system to a police officer or Liquor and Gaming NSW inspector



within 24 hours of any request by the police officer or Liquor and Gaming NSW inspector to provide such recordings.

12. Operational Maintenance

102) The Tavern premises shall be kept in a clean and tidy condition and regularly both internally and externally.

103) The licensee shall regularly review the manager's diary and/or incident register and review any incident that may occur regarding measures or management procedures that may be adapted to minimise the likelihood of any incident of a similar nature occurring in the future.

13. Plan Maintenance

104) 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 Tavern, the licensee and manager will make such changes as deemed appropriate and inform Police accordingly.

105) A full current copy of this Plan must be kept on the premises and will be available to Police and Liquor & Gaming inspectors upon request.

Appendix A – Liquor Licence (LIQH400115229)



Key liquor licence details recorded as at 2 December 2020

Licence number: LIQH400115229
Licence name: The George Tavern
Licence type: Liquor - hotel licence
Licence sub-type: Full hotel
Licence status: Current
Duration: Unlimited duration
Licence start date: 21/12/1953
Licence expiry date:

Licensee

Title: Miss
Surname: Smith
Given name: Kylee
Middle name: Jane
Website:
Phone - daytime:
Mobile: 0450477929 **Fax number:**
Email address: kylee@georgetavern.com.au
Start date: 30/08/2019

Premises

Address: 3 Molly Morgan Dr EAST MAITLAND NSW 2323
Phone number: 02 4933 3222 **Fax number:** 02 4934 7183
Email address:
Website: www.georgetavern.com.au
LGA: Maitland City Council
ABS SLA: Maitland - East
Start date: 21/12/1953

Authorisations

Name: Extended trading authorisation **Start date:** 28/02/2019
Name: Minors area authorisation **Start date:** 01/07/2008

Trading Hours

**Consumption on premises - whole of the licensed premises
excluding the car park area**

Day	Start Time	End Time	Start Date	End Date
Monday	09:00 AM	- 01:30 AM	28/02/2019	
Tuesday	09:00 AM	- 01:30 AM	28/02/2019	
Wednesday	09:00 AM	- 01:30 AM	28/02/2019	
Thursday	09:00 AM	- 01:30 AM	28/02/2019	
Friday	09:00 AM	- 01:30 AM	28/02/2019	
Saturday	09:00 AM	- 01:30 AM	28/02/2019	
Sunday	10:00 AM	- 12:00 midnight	19/11/2020	

Take away sales

Monday to Saturday	05:00 AM	- 11:00 PM
Sunday	10:00 AM	- 10:00 PM
Good Friday	Not permitted	
Christmas Day	Not permitted	
December 31st	Normal trading	

Conditions

Licence conditions imposed by the Liquor Act and Regulation apply. To view a copy of these conditions, go to www.liquorandgaming.nsw.gov.au.

Additional licence conditions.

Condition type:	Condition	Condition source:	Authority
Reference:	50		
Condition:	Section 11A of the Liquor Act 2007 applies to this licence. Liquor must not be sold by retail on the licensed premises for a continuous period of 6 hours between 03:00 AM and 09:00 AM during each consecutive period of 24 hours. The licensee must comply with this 6-hour closure period along with any other limits specified in the trading hours for this licence.		
Start date:	28/02/2019		

Condition type:	Condition	Condition source:	Liquor Act 2007
Reference:	101		
Condition:	Consumption on premises Good Friday 12:00 noon - 10:00 PM Christmas Day 12:00 noon - 10:00 PM (liquor can only be served with or ancillary to a meal in a dining area) December 31st Normal opening time until normal closing time or 2:00 AM on New Year's Day, whichever is the later		
	Note: Trading is also allowed after midnight into the early morning of Good Friday and Christmas Day if authorised by an extended trading authorisation. Trading must cease at the time specified under the authorisation. The latest time that can be specified is 5:00 AM.		
Start date:	19/11/2020		

Condition type:	Condition	Condition source:	Liquor Act 2007
Reference:	120		
Condition:	Take away sales Good Friday Not permitted Christmas Day Not permitted December 31st Normal trading		
Start date:	19/11/2020		

Independent Liquor & Gaming Authority

Condition type: Condition **Condition source:** Authority
Applies to: Minors area authorisation
Reference: 310
Condition: Whole of the licensed premises excluding Bar, Public Bar, Games Room, Games Garden and Office.
Start date: 19/12/2008

Condition type: Condition **Condition source:** Authority
Reference: 2015
Condition: The business authorised by this licence must not operate with a greater overall level of social impact on the wellbeing of the local and broader community than what could be reasonably expected from the information contained in the Community Impact Statement, application and other information submitted in the process of obtaining this extended trading authorisation.
Start date: 28/02/2019

Condition type: Condition **Condition source:** Authority
Reference: 3000
Condition: Closed Circuit Television
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 10 (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.
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 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 and Gaming NSW inspector within 24 hours of any request by the police officer or Liquor and Gaming NSW inspector to provide such recordings.
Start date: 19/11/2020

Condition type: Condition **Condition source:** Authority
Reference: 3010
Condition: Plan of Management
The premises is to be operated at all times in accordance with the Plan of Management dated January 2020 as may be varied from time to time after consultation with NSW Police. A copy of the Plan of Management is to 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.
Start date: 19/11/2020

Condition type: Condition **Condition source:** Authority
Reference: 3020
Condition: Liquor Accord
The licensee or its representative must join and be an active participant in the local liquor accord.
Start date: 19/11/2020

Condition type: Condition **Condition source:** Authority
Reference: 3030
Condition: Incident register
 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.
 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.
 c. 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.

Start date: 19/11/2020

Condition type: Condition **Condition source:** Authority
Reference: 3040
Condition: Crime scene preservation
 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:
 1) take all practical steps to preserve and keep intact the area where the act of violence occurred,
 2) 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,
 3) make direct and personal contact with NSW Police to advise it of the incident, and
 4) 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 (eg. crowd controller or bouncer) on or about the premises.

Start date: 19/11/2020

Condition type: Condition **Condition source:** Authority
Reference: 3050
Condition: Sale and service of alcohol is to cease at least 30 minutes prior to closure on Sundays
Start date: 19/11/2020

Condition type: Condition **Condition source:** Authority
Reference: 3060
Condition: Extended Trading Authorisation: whole of the licensed premises.
Start date: 19/11/2020

Business owner

Organisation name: GEORGE THOMAS HOTELS (GREENHILLS) OPERATION PTY LTD
ABN: 71 625 540 847 **ACN:**
Phone - daytime: 0409226957 **Fax number:**
Email address: chris.thomas@thomashotels.com.au
Website:
Business address: 5 Molly Morgan Drive EAST MAITLAND NSW 2323
Postal address: 5 Molly Morgan Drive EAST MAITLAND NSW 2323
Start date: 03/09/2019

Premises owner

Organisation name: GEORGE THOMAS HOTELS (GREENHILLS) PTY LTD
ABN: 15 634 165 049 **ACN:** 634 165 049
Phone - daytime: 0409226957 **Fax number:**
Email address: chris.thomas@thomashotels.com.au
Website:
Business address: 5 Molly Morgan EAST MAITLAND NSW 2323
Postal address: 236 KINGSGROVE NSW 2208
Start date: 02/09/2019

Gaming machine details

LGA classification:	Country
Band:	2
Gaming machine threshold:	30
Gaming machine entitlements:	30
Poker machine permits:	0
Maximum gaming machine authorisations allowed:	30

There are no current quotas for this licence

Gaming machine shutdown hours

Day	Start Time	End Time
Monday	04:00 AM	- 10:00 AM
Tuesday	04:00 AM	- 10:00 AM
Wednesday	04:00 AM	- 10:00 AM
Thursday	04:00 AM	- 10:00 AM
Friday	04:00 AM	- 10:00 AM
Saturday	04:00 AM	- 10:00 AM
Sunday	04:00 AM	- 10:00 AM
Public holiday	04:00 AM	- 10:00 AM

Independent Liquor & Gaming Authority

This licence is subject to a risk-based fee, payable annually. If the fee is not paid on time, the licence will be suspended or cancelled. Visit <https://www.onegov.nsw.gov.au/licencecheck> to find out the status of the licence.

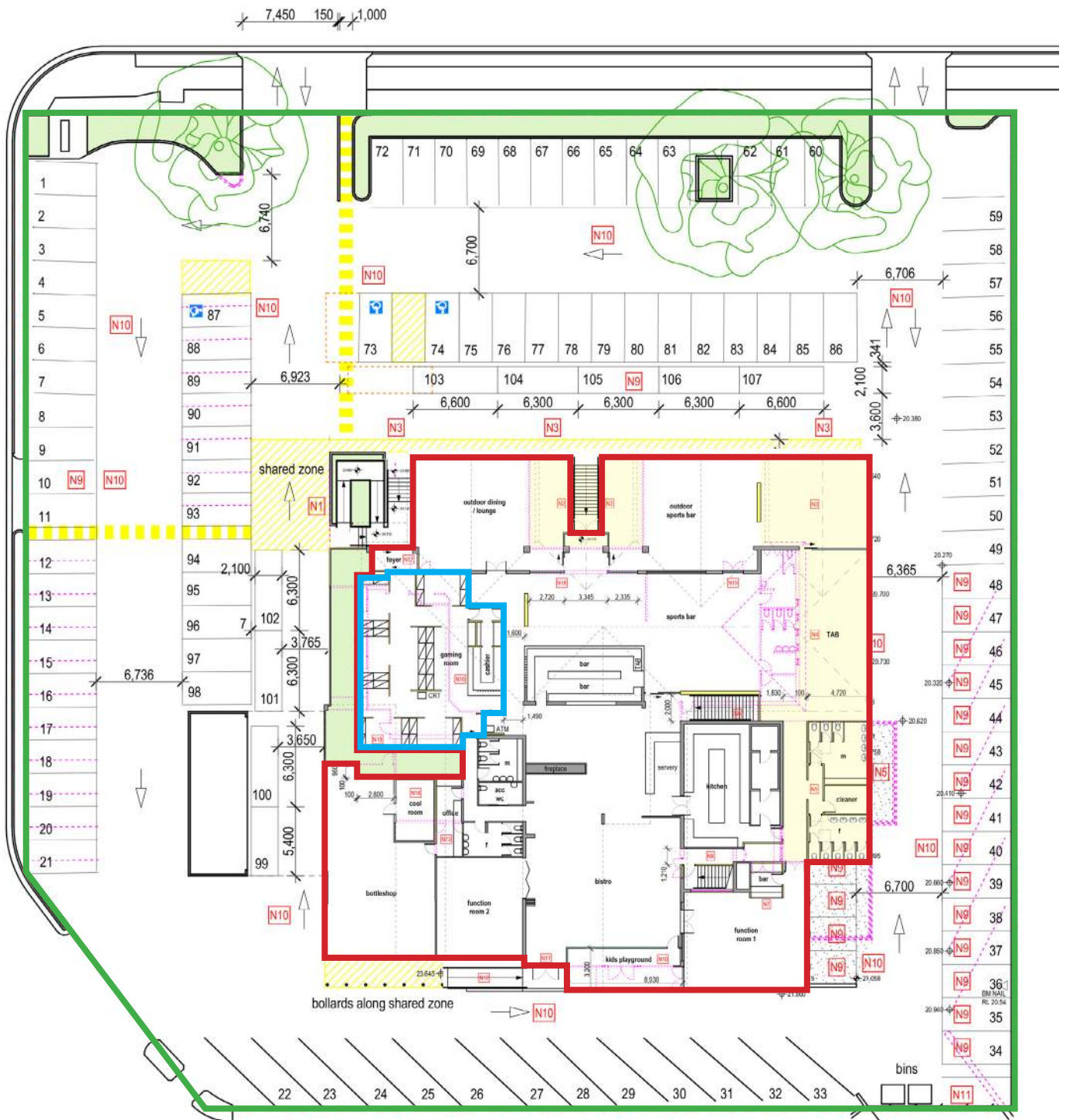
Appendix B – Licensed Area Plan



The George Tavern Licensed Area Plan

5 Molly Morgan Drive, East Maitland

Ground Floor



Source: Darren Mah Design

— Licensed area boundary until 12am, Mondays to Saturdays, and 10pm Sundays (5880sqm)

— Extended trading licensed area boundary from 12:00am, Mondays to Saturdays, and 10pm Sundays (1525sqm)

— Minors Restriction Area

Total extended trading licensed area boundary = 1645sqm



DESIGN COLLABORATIVE

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Appendix C – Intoxication Guidelines



GL4003

Intoxication guidelines

These guidelines are designed to assist you to determine whether or not a person is intoxicated.

Overview

You must always have due regard to the following objectives of the liquor laws:

- ▲ Need to minimise harm associated with the misuse and abuse of liquor.
- ▲ Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor.
- ▲ Ensure that the sale, supply and consumption of liquor contributes to, and does not detract from, the amenity of community life.

What is the law?

Section 5 of the *Liquor Act 2007* states that a person is intoxicated if:

- ▲ the person’s speech, balance, co-ordination or behaviour is noticeably affected, and
- ▲ it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.

Liquor licensees have important obligations to ensure alcohol is served responsibly to help minimise alcohol-related harm.

Supporting responsible consumption practices and preventing intoxication lowers the risk of alcohol-related violence and neighbourhood disturbance, and helps to promote a safe venue for customers and staff.

The NSW liquor laws prohibit the sale and supply of alcohol to intoxicated persons. Licensees also have a legal obligation to prevent intoxication from occurring on their premises. Fines, higher annual licence fees, and possible suspension or cancellation of a licence can apply where alcohol is served to an intoxicated person or intoxication is permitted.

Intoxication offences under the NSW liquor laws are discussed in the GL4002 ‘Prevention of intoxication on licensed premises March 2015’ guidelines. The guidelines outline the obligations of licensees and serving staff. They provide advice on steps that can be taken by licensees and staff to manage the risk of intoxication on licensed premises.

The GL4002 ‘Prevention of intoxication on licensed premises March 2015’ guidelines are issued by the Secretary, NSW Department of Industry, under section 73(5A) of the *Liquor Act 2007* and are available from Liquor & Gaming NSW at liquorandgaming.nsw.gov.au.

What are the noticeable signs of intoxication?

These symptoms or signs are not exhaustive, and not necessarily conclusive of intoxication.

Speech

- ▲ slurring words
- ▲ rambling or unintelligible conversation
- ▲ incoherent or muddled speech
- ▲ loss of train of thought
- ▲ not understanding normal conversation
- ▲ difficulty paying attention.

Balance

- ▲ unsteady on feet
- ▲ swaying uncontrollably
- ▲ staggering
- ▲ difficulty walking straight
- ▲ cannot stand, or falling down
- ▲ stumbling
- ▲ bumping into or knocking over furniture or people.

Coordination

- ▲ lack of coordination
- ▲ spilling drinks
- ▲ dropping drinks
- ▲ fumbling change

Intoxication guidelines

- ▲ difficulty counting money or paying
- ▲ difficulty opening or closing doors
- ▲ inability to find one's mouth with a glass.

Behaviour

- ▲ rude
- ▲ aggressive
- ▲ belligerent
- ▲ argumentative
- ▲ offensive
- ▲ bad tempered
- ▲ physically violent
- ▲ loud / boisterous
- ▲ confused
- ▲ disorderly
- ▲ exuberant
- ▲ using offensive language
- ▲ annoying / pestering others
- ▲ overly friendly
- ▲ loss of inhibition
- ▲ inappropriate sexual advances
- ▲ drowsiness or sleeping at bar or table
- ▲ vomiting
- ▲ drinking rapidly.

Standard drinks

The concept of a standard drink enables people to keep track of how much alcohol they are consuming. A standard drink contains 10 grams of pure alcohol.

The [Standard drinks guide](#) can be used to help identify how many standard drinks have been consumed and is available from alcohol.gov.au.



How else to determine if someone is intoxicated

Make observations:

- ▲ Does the person smell of alcohol?
- ▲ How long has the person been drinking?

- ▲ When did the person enter the premises?
- ▲ Was the person affected by alcohol when they arrived?
- ▲ What type of alcohol has been consumed?
- ▲ How much alcohol have you seen the person drink?

Your observations will help you form a reasonable belief as to whether the person is intoxicated as a result of alcohol consumption.

Talk to the person and their friends to help determine whether the person is intoxicated or becoming intoxicated.

Reasonable belief that a person is intoxicated

The law requires you to form a reasonable belief that the person is intoxicated as a result of alcohol consumption. It is all right if you refuse service to a person on the basis of this belief, even if you are wrong.

Reasonable grounds for a belief that a person is intoxicated are what a reasonable person would believe in the circumstances, taking into account the relevant knowledge and facts presented.

You should be sure of your reasons for refusal of service and these reasons should not be discriminatory, for example due to race, sex, or disability.

A person has the right to take the matter to the Anti-Discrimination Board if they feel they have been subjected to discrimination.

Are there conditions that exhibit similar symptoms/signs to intoxication?

Some medical conditions, disabilities or the use of drugs may cause similar behaviours without the person being intoxicated as a result of alcohol consumption.

Prior to refusing service on the basis that a person is intoxicated, you should endeavour to determine whether the person has a medical condition or disability which may cause signs or symptoms similar to intoxication.

If the person has a medical condition or disability, it is likely that their friends will be able to tell you. Be sensitive to a person's right to privacy.

Examples only:

- ▲ acute infections
- ▲ acquired brain injury
- ▲ brain trauma/tumours
- ▲ delirium
- ▲ diabetes/hypoglycaemia

Intoxication guidelines

- ▲ epilepsy
- ▲ head injuries
- ▲ pneumonia
- ▲ seizures and post-seizure states
- ▲ stroke.

Even though a person has a pre-existing condition, if you have observed the person consuming alcohol and the person has been drinking for some time, then it would be reasonable to form a belief that the person is intoxicated as a result of alcohol consumption.

- ▲ Slow service down for the patron
- ▲ Wait for the patron to re-order, don't automatically top up drinks
- ▲ Do not conduct any activity or promotion that will result in patrons engaging in irresponsible, rapid, or excessive consumption of liquor.

What to do if someone is intoxicated

If there are reasonable grounds for you to form a belief that someone is intoxicated as a result of alcohol consumption, you must refuse service to that person. Under the law the person must also be asked to leave the premises.

Procedures for dealing with intoxication incidents should be in place and staff should be trained in these procedures.

When refusing service to a person:

- ▲ Introduce yourself to the person. Tell them your name and your role, and ask their name.
- ▲ Approach the person in a friendly and respectful manner. Patronising or authoritarian attitudes can often evoke anger and make the person more aggressive – this is a common response to threats to one's dignity and self-respect. Try not to speak to the person in front of others.
- ▲ When talking to the person: use their name; use slow, distinct speech; use short simple sentences; avoid emotion and involved discussions; use appropriate eye contact (limit for cultural reasons); and adjust speaking pace to match the patron's.
- ▲ Give clear, concrete statement that by law they cannot be served another drink.
- ▲ Notify the manager/licensee/supervisor or security. Also notify other bar staff that you have refused service to the person. If a shift change is nearing, notify the new staff.

- ▲ Give a clear instruction that the person must leave the premises. If necessary, guide them to the exit, ensuring that they have all their personal possessions with them.
- ▲ If the person refuses to leave then you should contact police for assistance in removing the person from the premises.
- ▲ If considered necessary, management may consider imposing a short term ban.

The Liquor & Gaming NSW website has a number of resources which provide further information on refusing entry or removing patrons from a premises.

See the FS3030 'Refusal of entry and patron bans/barring' fact sheet for further information on refusing entry or removing patrons from a premises, or search for 'refusing entry' at liquorandgaming.nsw.gov.au.

Penalties




Supplying alcohol to an intoxicated person can be very expensive. The licensee or staff can be fined up to \$11,000 or be issued with an on-the-spot fine by way of a penalty notice. It is also an offence for other patrons to supply alcohol to an intoxicated person, with a maximum fine of \$1,100 applying.

For further information

Visit liquorandgaming.nsw.gov.au for more information about the liquor laws. Subscriptions to our e-news service are also available from this site.

Access to the liquor laws – the *Liquor Act 2007* and the Liquor Regulation 2018 – is available from liquorandgaming.nsw.gov.au.

To find out more about the liquor laws, contact L&GNSW:

-  liquorandgaming.nsw.gov.au
-  1300 024 720
-  [Contact us online](#)

Publication details

These guidelines are published by the Secretary, NSW Department of Industry, under section 5 of the *Liquor Act 2007*. They are designed to assist you to determine whether or not a person is intoxicated.

These guidelines are subject to periodic review. Please go to liquorandgaming.nsw.gov.au to ensure you are using the latest guidelines.

Appendix D – Prevention of Intoxication Guidelines



GL4002

Prevention of intoxication on licensed premises guidelines

Introduction

Liquor licensees have important obligations to ensure alcohol is served responsibly to help minimise alcohol-related harm. Supporting responsible consumption practices and preventing intoxication lowers the risk of alcohol-related violence and neighbourhood disturbance, and helps to promote a safe venue for customers and staff.

The NSW liquor laws prohibit the sale and supply of alcohol to intoxicated persons. Licensees also have a legal obligation to prevent intoxication from occurring on their premises. Significant penalties – including fines, higher annual licence fees, and possible suspension or cancellation of a licence – apply where alcohol is served to an intoxicated person or intoxication is permitted.

These guidelines include practical steps that licensees can take to manage the risk of intoxication on their premises. They will assist licensees to comply with the liquor laws and the conditions of their liquor licence.

While implementing these steps is not a licence requirement, it is recommended, as the steps provide evidence of what a licensee has done to minimise the risk of intoxication in the event of a prosecution under the liquor laws.

Because liquor is sold in a diverse range of circumstances, licensees and staff should also consider whether other measures – in addition to the steps outlined in these guidelines – are needed to minimise the risk of intoxication.

What is the law?

It is unlawful for a licensee or staff member to sell or supply liquor to an intoxicated person on licensed premises (section 73(2) of the *Liquor Act 2007*). The maximum penalty is \$11,000.

A person is intoxicated if:

- a. the person's speech, balance, co-ordination or behaviour is noticeably affected, and
- b. Separate guidelines have been issued by the Secretary, of the Department of Industry, to assist licensees and staff in determining whether a person is intoxicated. Please refer to GL4003 'Intoxication guidelines' at liquorandgaming.nsw.gov.au.

It is unlawful for a licensee to permit intoxication on licensed premises (section 73(1)(a) of the *Liquor Act 2007*). The maximum penalty is \$11,000.

A licensee is deemed to have permitted intoxication if an intoxicated person is on the licensed premises (section 73(4) of the *Liquor Act 2007*), unless the licensee can prove:

- a. The licensee or staff:
 - i. asked the intoxicated person to leave the premises, and
 - ii. contacted, or attempted to contact, the police for assistance in removing the person from the premises, and
 - iii. the person was refused further service of liquor, or
- b. The licensee or a staff member had taken the steps set out in guidelines issued by the Secretary of the Department of Customer Service, under section 73(5A) of the *Liquor Act 2007*, or
- c. The intoxicated person did not consume liquor on the licensed premises.

Prevention of intoxication on licensed premises guidelines

There are other requirements in the case of on premises licenses for vessels.

- a. The licensee of an on premises licence for a vessel will need to prove that:
 - i. the person was not intoxicated when the person boarded the vessel, and
 - ii. the licensee, and the licensee's employees and agents, refused to serve the person liquor after becoming aware the person was intoxicated, and
 - iii. the licensee, or the licensee's employee or agent, contacted, or attempted to contact, a police officer for help in removing the person from the vessel, and
 - iv. if the licensee, or the licensee's employee or agent, contacted a police officer, the licensee and the licensee's employees and agents followed the police officer's instructions, or
- b. the licensee proves that the licensee, and the licensee's employees and agents, took the steps set out in the guidelines issued under Section 73(5A) of the *Liquor Act 2007* to prevent intoxication on the vessel, or
- c. the licensee proves that the intoxicated person did not consume liquor on the vessel.

What is the purpose of these guidelines?

The Secretary of the Department of Customer Service, is required to issue these guidelines under section 73(5A) of the *Liquor Act 2007*. Their purpose is to describe the steps that licensees and their staff must take where a licensee wishes to be able to rely upon the defence in section 73(4)(a1) to establish that intoxication was not permitted on their licensed premises.

Where a licensee seeks to rely upon this defence, it will be necessary to demonstrate that **each of the steps** in these guidelines at the time that the offence of permitting intoxication was alleged to have occurred.

As an alternative to implementing the steps in these guidelines, licensees also have the option of relying upon sections 73(4)(a) or 73(4)(b) of the *Liquor Act 2007* to defend an allegation that intoxication has been permitted on the licensed premises.

References

Any reference to a licensee in these guidelines includes a reference to a manager as defined in section 4 of the *Liquor Act 2007*.

Any reference to staff or a staff member in these guidelines includes a reference to any person undertaking duties related to the sale and supply of alcohol on the licensed premises, including security personnel and RSA marshals.

Steps to prevent intoxication on licensed premises

1. Selling, supplying and promoting liquor responsibly

The steps are:

- a. the requirement to not sell or supply liquor to an intoxicated person (under section 73(2) of the *Liquor Act 2007*) is complied with,
- b. obligations relating to responsible service of alcohol training and the availability of free water (under the *Liquor Regulation 2018*) are complied with,
- c. any conditions imposed on the liquor licence or any requirements under the *Liquor Act 2007* which restricts the times, type or quantity of alcohol sold or supplied on the licensed premises are complied with, and
- d. liquor is not sold, supplied or promoted in a manner that is inconsistent with the Liquor Promotion Guidelines issued by the Secretary, of the Department of Industry, under section 102(4) of the *Liquor Act 2007*.

Please refer to GL4001 'Liquor Promotion Guidelines' at liquorandgaming.nsw.gov.au.

2. Monitoring liquor consumption and patron behaviour

The steps are:

- a. the licensed premises is operating under the direct supervision of the licensee or appropriately experienced supervisory staff whenever liquor is being sold and supplied,
- b. liquor consumption by all patrons is actively monitored by the licensee or staff,
- c. intervention occurs when the licensee or a staff member becomes aware that a patron is consuming liquor irresponsibly and in a manner likely to result in intoxication,
- d. intervention occurs when the licensee or a staff member becomes aware that a patron is intoxicated to prevent the person from consuming liquor and to request that person to leave the premises,

Prevention of intoxication on licensed premises guidelines

- e. patrons entering the licensed premises between midnight and 5am are actively monitored and assessed for intoxication at the time of entry, and
- f. any conditions imposed on the liquor licence, requirements under the *Liquor Act 2007*, or requirements of a development consent or approval under the *Environmental Planning and Assessment Act 1979*, relating to the engagement and duties of security personnel and/or RSA marshals are complied with.

3. Implementing harm minimisation measures

The steps are:

- a. the availability of free drinking water is actively promoted to patrons throughout the licensed premises,
- b. action is taken to make patrons aware of the availability of non-alcoholic and low strength alcoholic beverages in the licensed premises,
- c. any requirements under the *Liquor Act 2007* relating to the provision of food on the licensed premises are complied with in a manner consistent with the reasonable requirements, expectations and demands of the patrons of the premises, and
- d. the following drinks are not sold or supplied between midnight and 5am:
 - i. any drink (commonly referred to as a 'shot', a 'shooter' or a 'bomb') that is designed to be consumed rapidly,
 - ii. any ready to drink beverage with an alcohol by volume content of more than 5%, and
 - iii. 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.

4. Planning to prevent intoxication on the licensed premises

The steps are:

- a. written document (such as a plan or house policy) is prepared which:
 - i. details the measures in place to prevent intoxication on the licensed premises (including the method of complying with the steps set out in these guidelines),
 - ii. describes how staff are instructed and trained to prevent intoxication on the licensed premises, and
 - iii. is provided to police and inspectors upon request.
- b. all staff receive instructions and training on the contents of the document referred to in step 4(a) above before they commence working on the licensed premises.

Appendix E – Liquor Promotion Guidelines



GL4001

Liquor Promotion Guidelines

Introduction

Promotions and activities that surround the sale and supply of alcohol can have a significant influence on patrons and the way they behave.

Undesirable or poorly managed liquor promotions can encourage people to drink irresponsibly and excessively, and lead to alcohol-related violence and anti-social behaviour and adverse health impacts.

Promotions that appeal to minors, are indecent, offensive, or are generally out of step with community standards can also encourage risky drinking and may lead to behaviours which harm or offend others.

Ensuring liquor promotions are run responsibly helps to minimise the harms that can arise. It also makes good business sense, and supports the sustainability and responsible development of the industry in NSW.

The Secretary, Department of Industry, has the power to ban or restrict 'undesirable' liquor promotions run by licensed venues in NSW by issuing a notice under section 102 of the *Liquor Act 2007* (the Act).

Before the Secretary can exercise this power, publicly available guidelines must be released under section 102(4) of the Act. These Guidelines fulfil this requirement and indicate the kinds of promotions or activities that the Secretary would consider being the subject of a notice.

The Secretary is also able to ban or restrict any activities at licensed venues that are likely to encourage the misuse and abuse of liquor under section 102A of the Act. This does not require guidelines and can be relevant for promotional activities as well as broader activities run on licensed premises.

The Secretary may also ban or restrict licensees from selling or supplying specific liquor products where they are considered 'undesirable' under section 101 of the Act.

Running promotions responsibly in NSW - The Law

What are my obligations as a licensee?

All licensees and staff have obligations under the *Liquor Act 2007* (the Act) to maintain responsible attitudes and practices towards promoting and selling alcohol.

These Guidelines convey principles for running promotions responsibly in NSW, and help to set standards for licensees to follow by providing examples of unacceptable practices.

If a licensee runs a promotion that is inconsistent with any of the principles or related standards set out in the Guidelines, they may be subject to regulatory scrutiny and intervention.

Liquor & Gaming NSW actively monitors liquor promotions run by licensed venues and also assesses complaints raised by the public.

What makes a promotion undesirable?

A promotional activity can be 'undesirable' and subject to a ban or restriction if the Secretary considers it contravenes one of seven principles in section 102 of the Act. These include that a promotion:

1. Must not have a special appeal to minors, because of the design, names, motifs or characters in the promotion that are, or are likely to be, attractive to minors, or for any other reason.
2. Must not be indecent or offensive.
3. Must not involve the use of non-standard measures that encourage irresponsible drinking and is likely to result in intoxication.
4. Should not use emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication.
5. Should not involve the provision of free drinks, or extreme discounts or discounts of a limited duration, that creates an incentive for patrons to consume liquor more rapidly than they otherwise might.

Liquor Promotion Guidelines

6. Should not otherwise encourage irresponsible, rapid or excessive consumption of liquor.
7. Should not otherwise be considered to not be in the public interest.

What can I do to ensure a promotion complies?

When running promotions licensees should always consider how the principles apply, as well as what actions they can take to minimise any risk of harm.

Examples of unacceptable promotions that are clearly inconsistent with the principles and must not be undertaken are provided in these Guidelines to help demonstrate relevant standards in relation to each principle. However, they are not intended to be a definitive list of what can and cannot be done.

The Guidelines also include information about some of the practical steps that can be taken by licensees to help manage any associated risks.

What happens if my promotion doesn't comply?

If a licensee runs a liquor promotion that may be considered 'undesirable' it can be actively investigated by Liquor & Gaming NSW.

Typically, Liquor & Gaming NSW will first contact the licensee to seek an explanation when there are concerns that standards are not being met, and may request changes or withdrawal of the promotion.

If any concerns are not addressed then the Secretary, or a Liquor & Gaming NSW delegate, can ban or restrict any promotion considered to be undesirable by issuing a written notice under section 102 of the Act.

Section 102A can also be used to restrict or prohibit any activities likely to encourage the misuse or abuse of liquor.

If a licensee does not comply with a ban or restriction, they face fines of up to \$5,500.

What promotions do the Guidelines apply to?

All NSW licensees should be mindful that the Guidelines apply to all types of promotional activities - whether they are run using more traditional channels like flyers or posters or over the Internet, social media or SMS.

They extend to promotions that use social media influencers or other third parties, including any promoters engaged by a licensee.

The Guidelines also apply across different licensed environments where risks can differ and alcohol is being promoted:

- ▲ for consumption on premises; and
- ▲ for take-away or home delivery.

Past examples of promotions investigated by Liquor & Gaming NSW are included in the Guidelines to help demonstrate how each of the principles apply in these different contexts.

Liquor Promotion Guidelines

Principle 1 - Appeal to Minors

Promotions must not have a special appeal to minors, because of the design, names, motifs or characters in the promotion that are, or are likely to be, attractive to minors, or for any other reason.

Explanation

It is illegal to sell alcohol to minors or to supply alcohol to minors on licensed premises.

Promotions that hold particular appeal to minors can pose a significant risk as they may lead to increased levels of alcohol-related harm in a vulnerable group.

The National Health and Medical Research Council Guidelines refer to the increased risks of harm from alcohol for minors. Early drinking is related to increased alcohol consumption in adolescence and young adulthood. These drinking patterns are also related to the possibility of damage to the developing brain and development of alcohol-related harms in adulthood.

Examples of unacceptable promotions

- ▲ Using characters, imagery, motifs, naming or designs that would appeal to minors.
- ▲ Including merchandise that primarily appeals to minors.
- ▲ Using interactive games or technology that would appeal to minors.
- ▲ Using images of people that look under 18 years of age that suggests they are or have been consuming liquor or may be about to.

Managing related risks

Care should be taken in using celebrities or other role models that have a special appeal to minors as part of the liquor promotion. This may be construed as having a special appeal to minors under the Act.

Licensees should also exercise extra caution if running any promotions in environments where young people are more likely to be present.

For example, minors can readily be exposed to promotional material published over digital and social media platforms.

Placing promotional material at or close to primary or secondary schools, or other areas mostly used by minors, is likely to be 'unacceptable' in all cases.

Minors can also access most licensed premises in the company of a responsible adult, so licensees also need to be aware of their presence when running any promotions on-site.

Past examples of promotions that have been investigated

On-premises environment

- ▲ Cartoon animal characters that would appeal to minors were depicted on a hotel's Facebook page promoting a liquor activity.

Take-away environment

- ▲ A take-away liquor store packaged bottles of vodka with a box of Skittles and included instruction on how to mix Skittle bombs.
- ▲ Images on a licensee's Facebook page depicted young people in a heavily drunken state.
- ▲ An image on a licensee's Facebook and Instagram account paired an image of a large crowd of young people at a concert with a large-sized bottle of liquor on stage with the provocative title 'Raise your hand if you have been personally victimized by vodka'.

Liquor Promotion Guidelines

Principle 2 – Indecent or Offensive

Promotions must not be indecent or offensive.

Explanation

The use of indecent or offensive material in a liquor promotion is of poor taste and is against general community standards.

While determining what is indecent or offensive can be subjective, licensees should be mindful of what would reasonably be considered offensive in the broader community.

Indecent and offensive promotions may be a catalyst for crime or violence, including sexual crime against women.

Examples of unacceptable promotions

- ▲ Using images, including of human bodies, that may be considered offensive to a reasonable adult.
- ▲ Offering free or discounted drinks for participating in an activity that may be offensive to a reasonable adult present on the premises, for example, encouraging participants to remove items of clothing.
- ▲ Using insulting or offensive language.
- ▲ Using any form of discriminatory, demeaning or vilifying language or imagery.
- ▲ Using sexual, degrading or sexist images, symbols, figures or innuendo.

Managing related risks

Some drink brands and cocktails have provocative language in their names. While the sale of these products is largely accepted in society, care should be taken not to use language that may be insulting or offensive as a key part of the branding of any related liquor promotions. Branding a promotion with this language is likely to be considered 'undesirable'.

Caution should be exercised in promoting these products within or externally to a venue to limit the potential to cause offence.

Past examples of promotions that have been investigated

On-premises environment

- ▲ A hotel's Facebook post promoted ANZAC Day celebrations using sexual imagery with the title 'Let's re-enact Gallipoli,' 'Screw battle, we're getting drunk,' and 'Terrible shape for Dawn Service.'

Take-away environment

- ▲ A producer/wholesaler posted a promotion for a liquor product on its Facebook and Instagram pages depicting the consumption of liquor with sexual acts.
- ▲ A producer/wholesaler shared a video on its Facebook page created by another account user which promoted cheap liquor and excessive drinking using obscene language. The video was tagged 'Like watch and share'.

Principle 3 – Non-Standard Measures

Promotions must not involve the use of non-standard measures that encourage irresponsible drinking and is likely to result in intoxication.

Explanation

A standard measure is the level of alcohol used to work out safe drinking levels. Standard measures enable patrons to make informed decisions about their alcohol intake. In Australia, a standard measure contains 10 grams of pure alcohol. Licensees may refer to the National Guidelines for Alcohol Consumption on the Australian Department of Health website for further details on standard measures.

Where standard measures aren't used the likelihood of irresponsible drinking is increased as the alcohol content of the drink is unknown.

This principle, and the use of standard measures, is most relevant for promotions that offer liquor for consumption on licensed premises.

Separate requirements apply to packaged liquor sales to ensure standard drink information is clearly stated on liquor products (Food Standards Australia New Zealand) and to restrict the sale or supply of undesirable liquor products that may encourage irresponsible drinking (section 101 of the Act).

Examples of unacceptable promotions

- ▲ Encouraging the consumption of liquor in a yard glass for skolling.
- ▲ Encouraging the consumption of laybacks, slammers, blasters, bombs or consumption from a water pistol or test tubes with no stand.
- ▲ Encouraging an individual to purchase and consume on their own an alcoholic drink intended to be shared (that is, a drink containing a significant number of standard drinks).
- ▲ Encouraging the consumption of multiple shooters or shots by an individual.

Managing related risks

Care needs to be taken where liquor is being served in vessels that are not well recognised (e.g. schooner or wine glass) to ensure patrons have the ability to judge how much they consume.

If a promotion is being undertaken where an alcoholic drink is being sold in a large volume (such as jugs) or 'novelty' drinkware (such as teapots or jam jars) the following approach should be taken:

- ▲ Accurate standard measures should be used to pour the drink into the vessel.
- ▲ If the drink is meant to be shared, standard sized drinking vessels should be provided.
- ▲ Patrons should be made clearly aware of the alcohol content of the drink. For example, details of the number of standard drinks should be available on the drinks menu or on other suitable promotional material for the drink such as posters.

Past examples of promotions that have been investigated

On-premises environment

- ▲ A hotel supplied liquor in three litre cocktail balloons and two litre towers. Large vessels such as these can make it difficult for patrons to monitor their rate of alcohol consumption.
- ▲ A registered club promoted 'Mid-week Fishbowl Cravings' offering cocktails served in fishbowls with a straw.
- ▲ A hotel promoted \$10 cocktail buckets where patrons consumed the cocktail directly from the bucket with straws.

Principle 4 – Emotive Description or Advertising

The promotion should not use emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication.

Explanation

The use of emotive descriptions in a liquor promotion can encourage irresponsible drinking.

A promotion that focuses on drinking irresponsibly or uses emotive descriptions to encourage excessive or rapid drinking can influence the actions of consumers and increase the likelihood of drinking to excess, intoxication and other alcohol related-harm.

Examples of unacceptable promotions

- ▲ Promoting events which focus primarily on the excessive consumption of alcohol e.g. 'Mad Monday'.
- ▲ Using language, labelling or titling that suggest irresponsible or excessive consumption of alcohol (e.g. 'Drink like a fish', 'beat the clock' and challenges to drink within certain timeframes).
- ▲ Engaging a person who, as part of the promotion, enthusiastically talks up excessive consumption of alcoholic beverages, encourages intoxication or irresponsible or illegal behaviour.
- ▲ Encouraging consumers to get drunk. This may involve the use of language images or slogans such as 'drink till you drop' or 'drink your money's worth'.
- ▲ Encouraging patrons to post pictures on social media of themselves in an intoxicated state.

Managing related risks

Licensees should take particular care in determining whether the name of a promotion or any promotional material used contains descriptions that may encourage irresponsible drinking.

Past examples of promotions that have been investigated

On-premises environment

- ▲ A hotel promoted a challenge to drink 30 tequila shots in 10 minutes. The challenge encouraged excessive drinking and posed significant risk to patron health and safety.
- ▲ A restaurant promoted a five-litre beer stein challenge for Oktoberfest.
- ▲ A bar promoted frozen cocktails with the tag line 'let's get slushie sloshed.' Emotive tag lines may encourage people to drink irresponsibly.
- ▲ A hotel challenged patrons to drink six beers in 60 minutes.

Take-away environment

- ▲ A takeaway liquor store promotion used the words 'stock up, party and don't risk running out of drinks.'

Liquor Promotion Guidelines

Principle 5 - Extreme Discounts

Promotions should not involve the provision of free drinks or extreme discounts, or discounts for a limited duration that create an incentive for patrons to consume liquor more rapidly than they otherwise might.

Explanation

Discounting alcohol can be used as a marketing tool for licensees to encourage business. However, discounts should not be excessive to the point where the promotion could encourage irresponsible drinking and intoxication.

Examples of unacceptable promotions

- ▲ Providing free drinks which encourage rapid consumption of alcohol (e.g. all you can drink in a limited time frame).
- ▲ Using drink cards, promotional cards, vouchers or shopper docketts which encourage rapid consumption of alcohol over a short period of time (e.g. \$50 voucher redeemable between 9pm and 10pm).
- ▲ Promoting happy hours encouraging or facilitating the rapid consumption of alcohol.
- ▲ Promotions that link the consumption of alcohol to unpredictable events (e.g. free drinks until the first points scored).

Managing related risks

It is important for licensees to consider implementing harm minimisation measures to reduce any risk of irresponsible drinking and intoxication that can arise from discounting practices. Licensees need to be aware that some discount promotions pose higher risks and are likely to be 'unacceptable' unless these risks are managed appropriately.

Examples of promotions likely to be 'unacceptable' without appropriate measures include those that:

- ▲ Encourage the purchase of large amounts of alcohol with rewards of free or discounted drinks (e.g. buy six drinks and get two free drinks) to be redeemed within the same trading period.
- ▲ Offer 'buy one, get one free' deals through discount vouchers, cards or 'shopper docket' offers without purchase limits or other suitable controls in place.
- ▲ Run for very short periods, creating incentive for patrons to stockpile or consume liquor rapidly.

- ▲ Run for extended periods over two hours, where patrons may drink more than they otherwise would.
- ▲ Offer 'all you can drink' for a set price or long periods of free drinks (e.g. \$50 entry and free drinks all night).
- ▲ Involve discounts of greater than 50% off the normal retail price.

There are a range of measures licensees can adopt to reduce the risk from discount liquor promotions, such as controls on the timing, drinks limits, promoting lower strength drinks, and close monitoring of patron behaviour on the premises during and after discount promotions.

Licensees should be cautious in offering discounts on drinks associated with rapid alcohol consumption (e.g. shots). Extreme discounting of any product designed for rapid consumption, whether for consumption on-premises or for take-away, is likely to be unacceptable.

Additional Information

Across the hospitality industry, there are a range of businesses that offer functions packages inclusive of all drinks for a set price (such as wedding packages, corporate events, etc). The Guidelines do not seek to prevent this type of activity. However, it is the responsibility of licensees to ensure the function is run safely and alcohol is served responsibly.

Past examples of promotions that have been investigated

On-premises environment

- ▲ A hotel promoted \$2 beers, this being at significant discount from the hotel's regular sale price.
- ▲ A restaurant promoted unlimited sake for two hours for \$17.90 per person.
- ▲ A night club promoted a \$30 door charge which included free house spirits, beer, wine and cider from 9pm till 3am.
- ▲ A hotel State of Origin promotion offered free middies until the first points scored.

Take-away environment

- ▲ A takeaway liquor store promoted packaged single shots for 50c each. Extreme discounts on products designed for rapid consumption are likely to encourage irresponsible consumption.

Liquor Promotion Guidelines

Principle 6 – Irresponsible, Rapid or Excessive Consumption

Promotions should not otherwise encourage irresponsible, rapid or excessive consumption of liquor.

Explanation

Licensees should always be mindful that liquor promotions they run do not encourage people to drink irresponsibly, rapidly or excessively.

It is important to consider how and when any alcohol will be consumed as a result of any promotion, and what related measures could help manage the risk of people drinking irresponsibly.

While promotions such as happy hours, competitions and games can enliven the environment on licensed premises, if not well managed they may incentivise irresponsible or excessive consumption.

Licensees should take care to ensure these types of promotions do not encourage people to drink in greater amounts or faster than they otherwise would.

Examples of unacceptable promotions

- ▲ Using drinkware which encourages rapid consumption, such as test tubes, water pistols or yard glasses.
- ▲ Drinking games, competitions, challenges, dares, scoreboards, lotteries or games of chance that involve the rapid or excessive consumption of liquor (e.g. beer pong, skolling games, flip and win, 'around the world', '60 shots in 60 minutes', pub golf).
- ▲ Challenging or daring patrons to drink a particular drink because of its higher alcohol content.
- ▲ Happy hours occurring late into the trading period or early hours of the morning.
- ▲ Encourage the stockpiling of drinks.

Managing related risks

While some competitions and games involving alcohol consumption are 'unacceptable', others can help to create enjoyable and safe environments in venues if run responsibly. Licensees should ensure that consuming alcohol is not required to take part in any competition or game. If there is a prize on offer, licensees are also encouraged to offer prizes other than liquor, such as meals, movie tickets or other products.

It is common for licensees to run happy hours to promote their business. When run responsibly, with suitable limits on duration, timing and frequency, this poses limited risk of irresponsible drinking.

There are many different harm minimisation measures licensees can adopt to manage risks relating to irresponsible, rapid or excessive consumption of alcohol from broader liquor promotions. A detailed summary of practical steps licensees can take is included at page 10 of these Guidelines.

Past examples of promotions that have been investigated

On-premises environment

- ▲ A restaurant promoted a Soju Bomb challenge on its Facebook page encouraging diners to create a new record for the number of bombs consumed in a sitting.
- ▲ A hotel promoted drinking games linked to scissor, paper, rock and toss the boss on its Facebook page. These and similar games, are unacceptable as they encourage patrons to drink more and in a shorter timeframe than they otherwise would.
- ▲ A karaoke venue's house policy instructed staff to 'make customers drink more.' Staff should never encourage patrons to drink more. This is an unacceptable practice.

Take-away environment

- ▲ A hotel promotion offered the chance to win 100 cans of beer when patrons download a mobile phone app.
- ▲ A hotel promoted a competition to win your height in a canned premixed alcoholic drink.

Liquor Promotion Guidelines

Principle 7 – Not in Public Interest

Promotions should not otherwise be considered to not be in the public interest.

Explanation

A range of liquor promotions may not necessarily promote rapid or excessive consumption of alcohol, or meet the other principles in the Guidelines, but may be considered undesirable as they are not in the public interest.

Generally, if something is not in the public interest it goes against principles of fairness, equity, decency or lawfulness in society. Public interest is linked to the wellbeing of the community or risk of detriment to the community at large.

Licensees need to ensure promotions do not contain discriminatory or demeaning content, or promote unlawfulness.

Examples of unacceptable promotions

- ▲ Using images or messages that could be seen to be encouraging or condoning breaking the law or other anti-social behaviour.
- ▲ Using images or messages which link the promotion of alcohol with illicit drugs or allude to drug taking behaviour.
- ▲ Associating liquor consumption with aggressive or violent behaviour towards other people.
- ▲ Including discriminatory elements into a promotion such as a gender-based free drinks or discounts (e.g. 'women drink free').

Past examples of promotions that have been investigated

On-premises environment

- ▲ A hotel promoted a jelly wrestling event to raise money for a charity. VIP tickets were on sale that included unlimited drinks for three hours. The event schedule also included boat race drinking games. The promotion was not consistent with a number of Principles in the Guidelines. It was therefore considered to not be in the public interest.
- ▲ A club promotion alluded to drug usage with the consumption of shots. The promotion was titled 'Shots or Lines'.

Take-away environment

- ▲ A social media account associated with a producer/wholesaler shared a video of two males jumping off letter boxes with the caption 'Sink a couple and you too will become a gymnastics gold medalist #undertheinfluence.' Promoting any inappropriate activity while under the influence of alcohol is against the public interest.

Harm Minimisation Measures

What additional steps can licensees take to ensure their promotions are run responsibly?

Licensees should never run promotions identified in these Guidelines as being 'unacceptable'.

Beyond that, licensees also need to actively consider the risk of harm from any other liquor promotion activities.

There can often be risks that need to be managed through appropriate harm minimisation measures. It's up to individual licensees to manage and minimise these risks within their own business environment.

Adopting harm minimisation measures can help ensure liquor is consumed responsibly, and allows patrons to enjoy safer environments together with the benefits of a promotion. This makes good sense for the business and supports responsible industry development. It also reduces the potential for serious liquor law breaches.

On-premises environment

For venues selling liquor for consumption on the premises, it is particularly important to plan for, control and monitor how promotions could impact patrons and ensure it does not encourage excessive drinking and intoxication on the premises. Some suggested steps licensees can take to reduce risk with running liquor promotions include, but are not limited to:

▲ Consider the timing of a promotion

Time of day – Licensees should be mindful of the times they run promotions and consider doing so at a time that poses lower risk. Running a promotion during certain times of the day can pose higher risks of irresponsible consumption. Promotions run before 10pm typically pose less risk than during the later trading period, as patrons are less likely to have consumed as much and more likely to have eaten.

Duration – Where the duration of a promotion is either too short or too long it can elevate the risk. Short promotions may encourage patrons to consume alcohol rapidly (e.g. discounted drinks for the first 10 minutes of each hour). Promotions that run for too long can pose a risk of patrons drinking excessively over an extended period, especially where they have been at the same venue for a number of hours. Licensees should appropriately time the duration of promotions to reduce the risk of irresponsible drinking. For example, happy hours should not exceed one to two hours.

Frequency – Running multiple promotions during a single trading period can increase the likelihood of patrons drinking excessively, especially if patrons have been at a particular venue for a long time, and can take advantage of multiple promotions. Licensees should consider restricting the number of promotions run over a single trading period.

▲ Consider placing limits on volume and strength

Drink limits – A drink limit on the number of drinks a person can purchase during a promotion, or each visit to the bar, provides an opportunity for patrons to enjoy the benefit of a promotion while facilitating responsible service of alcohol. For example, maximum two drinks per person.

Liquor strength – Drinks containing high alcohol content can lead to patrons to become intoxicated quickly. Offering drinks containing lower alcohol content in a promotion is an easy way to reduce the likelihood of intoxication.

▲ Monitor and manage patrons during promotions

Drink stockpiling – Bar staff should always keep a look out for patrons who try to stockpile several unconsumed drinks. Stockpiling drinks poses a significant risk of excessive or rapid intoxication. Where bar staff see a patron attempting to do so, they should cease any further service.

RSA marshals – Employing RSA marshals during the course of a promotion can help venues monitor consumption of alcohol. It also makes it easier to identify and respond early to patrons who may be at risk of becoming intoxicated.

Take-away environment

For venues selling liquor for take-away it is important to consider and apply appropriate harm minimisation measures that are suitable for the take-away business environment.

▲ Consider placing limits on coupons

Discount promotions such as discount vouchers, cards or 'shopper docket' without purchase limits or other suitable controls in place can pose a risk of irresponsible drinking. If using coupons, licensees should consider applying limits on the volume of alcohol that can be purchased and/or restricting their use to one per person.

All licensed environments

- ▲ Apply common sense in discounting liquor
Discounts on alcohol designed for rapid consumption, such as shots, may pose significant risk of irresponsible drinking. Licensees should limit discounts on these products to ensure they are not excessive. It is also important to consider the normal retail price in determining the discount size. A 75% discount on an expensive bottle of wine may have a different effect to 75% off pre-packaged shots or cask wine.
- ▲ Apply strict controls on what promoters do for you
When a licensee engages any third party to run a promotion on their behalf, it is important to ensure it still complies with principles and standards set by the Guidelines. A notice may be issued to the licensee where a third party runs a promotion on their behalf that is considered undesirable.
- ▲ Be cautious in offering liquor as a prize
Licensees are encouraged to consider offering prizes other than liquor, particularly where the liquor can only be consumed on the licensed premises and there is increased risk of patrons consuming more than they otherwise would. If liquor is being offered as a prize in a trade promotion lottery, restrictions apply on how much liquor can be included. Licensees should refer to the NSW Fair Trading website for more details.
- ▲ Consider broader national advertising standards
Licensees should understand how their promotions operate within the broader national regulatory frameworks for alcohol advertising. This includes available national codes and guidelines relating to responsible advertising and marketing of alcohol. Codes such as the ABAC Responsible Alcohol Marketing Code and Outdoor Media Association Policies include standards relating to content and placement that span state and territory boundaries and are relevant for liquor promotions and broader forms of advertising.

For further information

For more information about liquor promotions contact us:

 liquorandgaming.nsw.gov.au

 1300 024 720

 [Contact us online](#)

To make a complaint about liquor promotions please contact the Compliance Unit:

 02 9995 0837

 [Contact us online](#)

Disclaimer

This publication avoids the use of legal language. Information about the law may have been summarised or expressed in general statements. This information should not be relied upon as a substitute for professional legal advice or reference to the actual legislation.

This publication is intended as a guide only. We suggest you seek professional advice when necessary.

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Appendix F – Crime Scene Preservation Guidelines





New South Wales Police Force

Crime Scene Preservation

CRIME SCENE PRESERVATION GUIDELINES LICENSED PREMISES

- Immediately contact '000' or local Police Station,
- Render any required first aid,
- Determine the Crime Scene and remove all persons from the area. Cordon off the area with things such as bar stools, tables, tape or consider closing off the area completely for areas such as toilets or hallways. (Remember there may be multiple Crime Scenes),
- Do not allow any persons to enter this area,
- **DO NOT CLEAN UP ANY CRIME SCENE** you may be destroying vital evidence.
- Assign a member of staff to guard all Crime Scenes until the arrival of Police,
- Remember some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair or fingerprints,
- Do not move any items that may have been involved in an offence unless absolutely necessary. (For example they could get wet. Use gloves to stop transference of your DNA or fingerprints),
- Notify Police if any items have been moved or removed from the Crime Scene. (Items may include bottles, glasses, pool cues, clothing, furniture, weapons or cigarette butts),
- Make notes in relation to the incident. Time, date, location, description of offender(s), vehicle(s) involved, weapons used, last known direction of offender(s), any movement of items involved in the incident,
- Obtain any CCTV footage and the Security Sign on sheets,
- Obtain any details of witnesses and try to keep all witnesses separated so as to maintain the integrity of their evidence. (Try to persuade witnesses from leaving the premises before Police arrive),
- Hand this information to Police on arrival,
- Be prepared to make a statement to Police regarding the incident.

(Note: Interfering with evidence may constitute an offence, leaving you liable to prosecution or disciplinary action, and/or may result in the closure of the premises)

Appendix G – Development Consent (DA/20201/[XXX])

