



CLUB FIVE DOCK RSL

PLAN OF MANGAMENT

CLUB FIVE DOCK RSL CLUB LTD

OPERATIONAL PLAN OF MANAGEMENT
2019



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Purpose

The purpose of the management plan is to establish management criteria for the premises situated at 56-66 Great North Road Five Dock, NSW 2046 known as Club Five Dock RSL Community Club.

Particular emphasis has been placed on ensuring the safety, security and amenity of the surrounding residential areas.

The plan is divided into the following sections:

1. Hours of operation
2. Amenity of the neighbourhood
3. Noise
4. Behaviour of patrons and responsible service of alcohol
5. Deliveries and waste removal and management
6. Maintenance
7. Removal of liquor
8. House policy
9. Staff
10. Patron capacity
11. Security
12. Amendments to this plan

1. Hours of Operation

The standard hours of operation are:

- Monday – Sunday 9.00am – 4.00am

The Club's liquor licence does not have any restrictions on the Club's trading hours.

The only condition of relevance on the Club's licence is that gaming machines must not be in operation for a six hour period daily (4am to 10am), this is a standard condition placed on registered clubs. The Club will ensure that this restriction will be complied with.

2. Amenity of the Neighbourhood

Club Five Dock RSL Community Club is committed to being a responsible member of the local community by;

- Ensuring at all time the licensee of the premises shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that impacts adverse to the surrounding area do not occur.
- Ensuring that the licensee will take all reasonable measures to ensure the behaviour of staff and patrons when leaving the premises does not detrimentally affect the amenity of the neighbourhood.
- Ensuring that the premises shall be conducted in such a manner as not to interfere with the, or materially affect, the amenity of the neighbourhood by reason of noise vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil or otherwise.

3. Noise

As a responsible and accountable member of the local community, the licensee and management team of Club Five Dock RSL is committed to the ensuring that:

- The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any octave band centre frequency (31.5Hz - 8 Hz inclusive) by more than 5dB (A) between 7am and 12 midnight at the boundary of any affected residence
- Notwithstanding compliance with the above, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12 midnight and 7am.

Generally, the overriding requirement for control of noise is “at source” in relation to noise on premises. Actions for the control of noise from the premises that we will adopt include:

- The location, orientation and design of noise emitting events on the premises with an emphasis on reducing or minimising noise emissions.
- The use of sound monitoring equipment for measurement of noise throughout the premises with particular emphasis on areas closest to neighbouring premises.
- The specification, selection, and operation of noise emitting equipment with an emphasis on selecting low noise emitting equipment wherever possible.
- Barriers to control or reduce noise emissions including insulation, acoustic baffles and glazing.
- Training (including retraining as necessary) all managers and staff in the use of noise monitoring and this Plan.

Further, the licensee and management team is committed to positively engaging with the local residents and authorities who may have concerns over noise emissions. The licensee and

management team are willing and committed to working with the members of the community in order to find solutions by accommodating reasonable requests and suggestions.

4. Behaviour of Patrons and Responsible Service of Alcohol

The licensee and staff shall be committed to taking all reasonable steps to control the behaviour of the patrons as they leave the premises. To affect this, the licenses shall:

- Maintain existing erected signs at the exits of the premises requesting patrons to leave the premises quietly;
- From approximately 30 minutes prior to close instruct staff to request patrons to leave the premises and the vicinity quickly and quietly so as to avoid disturbance of the neighbourhood; and
- Assign staff/security to ensure that patrons, in leaving the vicinity of the premises do so promptly and as quietly as is reasonably possible.
- Regular external patrols by security and/or staff with the focus of monitoring noise.
- Offer to escort patrons leaving the premises to their vehicles, courtesy bus, and or taxi/car share
- Our courtesy bus will continue to be available to transport members and their guest away for the premises.

The licensee and staff shall take all reasonable steps to ensure that there is no loitering in the vicinity of the premises by persons who may be seeking admittance to it.

The licensee and staff shall comply with the measures for responsible service of alcohol set out hereunder:

- All managers and employees of the licensees who are required to complete a course shall complete an approved course in the Responsible Service of Alcohol
- The Licensee will maintain a register, containing copies of certificates/RSA competency cards showing the satisfactory completion of Responsible Service of Alcohol course undertaken by the licensee and all staff required to complete such course.
- The licensee and his/her employees will not engage in any liquor promotion that is likely to promote irresponsible service of liquor.
- The licensee and his/her employees will not serve alcoholic liquor to any person who is intoxicated or apparently under the influence of drugs.

- The licensee and his/her employees will promote the service of non-alcoholic beverages and food.
- The licensee and his/her employees will arrange for its courtesy bus to collect any patron from it upon request from a patron to do so in accordance with the standard membership usage conditions. Where possible patrons who are waiting for transportation either via the courtesy bus or taxi/car share shall do so inside the premises.
- The licensee and his/her employees will not permit intoxication or any incident, violent or quarrelsome conduct on the premises. Any person causing such a disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatable objectionably may be barred from the entering the premises for a period to be determined by the Club.
- No person under the age of 18 shall be served liquor at the premises. Production of a photographic identification will be required where age is an issue. The only acceptable proof of age identification shall be:
 - Photo drivers licence
 - NSW Photo Card; or
 - Current Passport
- The licensee will ensure that all statutory signage will be prominently displayed throughout the premises; along with any other signs or posters recommended or required from time to time by the Liquor and Gaming NSW and Independent Liquor and Gaming Authority.
- Low alcohol beer, non-alcoholic beverages and snack food will be available at all times when the full strength liquor is available.
- All conditions imposed on the premises' license shall be meet.

Further, the licensee shall join and actively participate in any relevant local area command licensing accord. The licensee shall to the best of his/her ability enforce the recommendation and policies of any such accord.

5. Deliveries and Waste Removal Management

The licensee shall use his/her best endeavours to ensure that deliveries are made between 7.00am and 2.00pm (however no later than 8.00pm) Monday to Friday, and between 9.00am and 2.00pm (however no later than 5.00pm) weekends and public holidays.

The removal of wastes and recyclable materials shall be made by a recognised contractor or council between the hours of 6.00am and 8.00pm weekdays and 9.00am to 5.00pm weekends and public holidays.

6. Maintenance

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

7. Removal of Liquor

Pursuant to the default conditions of the license, the licensee shall prevent the removal of liquor from the premises after 11.00pm Monday to Saturday and 10.00pm Sunday. In addition no take away sales will be permitted on either Good Friday or Christmas Day.

8. House Policy

The licensee and his/her employees are committed to enforcing the premises house policy. The house policy shall be displayed on the premises at all times, and shall consist of the following:

- All staff involved in the sale/service of liquor must have completed an approved Responsible Service of Alcohol course.
- At no time will any person exhibiting the following, be admitted into, or served in the premises:
 - Intoxication
 - Aggressive, quarrelsome or disorderly conduct;
 - Behaviour consistent with being under the influence of any illicit substance;
 - Behaviour consistent with being in possession of any illicit substance; or,
 - Solicitation from patrons or staff.
- No discount or promoting of products that encourage excessive or unsafe drinking.
- No smoking in indoor areas.
- Minors will not be served at any time – patrons are required to provide proof of age upon request by staff/security.
- No minor will be admitted into restricted areas of the premises
- No minor will be admitted to authorise areas of the premises unless in the company and immediate presence of a parent or guardian

9. Staff

The licensee is committed to ensuring that all staff are familiar with the terms of this plan of management. As such, regular staff meetings will be held and any issue arising from this plan of management addressed.

In addition to this, staff are also aware of:

- Club Five Dock RSL Responsible Service of Alcohol Policy

In addition, the following requirement shall apply to duty mangers and senior staff members:

- Not less than one duty manager or senior staff member shall be on duty within the premises at all times it is open.
- The duty manager/senior staff member shall carry out the procedures specified in this plan, and particularly those specified in this section.
- The licensee shall require the duty manager/senior staff member to:
 - Be appropriately trained.
 - Make patrols of the interior of the premises on a regular basis.
 - Record in the Incident Register when any incident that could cause alarm or concern to member of the public occurs, with an observation as to whether or not any persons identifiable as having been in the premises immediately prior to the incident were involved. Entries are to be made as soon as possible after such incidents and to include notes of the actions taken by senior staff members.
 - Request any patron in the premises to behave in a quiet and orderly manner if that action is considered necessary or appropriate.
 - Prevent any person, detected as intoxicated or under the influence of drugs, entering the premises and bring to notice of the manager or licensee any person on the premises who might be considered intoxicated or under the influence of drugs.
 - Prevent patrons leaving the premises with liquor after 11pm Monday to Saturday and 10pm Sunday.
 - Monitor patron behaviour in the vicinity of the premises until all patrons have left the area, taking all practical steps to ensure the quiet and orderly departure of patrons.
 - At the end of each shift, bring any incidents that have occurred and actions taken to the attention of the Manager/licensee who shall ensure that the details of incidents reported are recorded in the Incident Register kept by the premises.
 - Cooperate with the Police operating in the vicinity of the premises.
- The licensee shall make copies of the Incident Register available to Council or the Police at all reasonable times and within 7 days or receipt of a written request from the Council or Police to do so.

- The licensee/manager shall record in the Incident Register, in addition to the matters noted above, any complaints made directly to the management or staff of the premises, by local residents or business people, about the operation of the premises or the behaviour of patrons.

10. Security

In addition to staff, security guards are provided 7 days a week from evening till close.

Security completes the following:

- Walk through patrols of the premises
- Walk patrons to car upon request
- Ensure that patrons leave the premises in a quiet manner to ensure that our neighbours are not disturbed.

In addition the premises has over 130 surveillance cameras installed through the premises, the cameras record 24 hours a day, 7 days per week, covering most patron accessible areas and majority of back of house areas.

11. Amendment to this Plan

If, in any circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the premises, that modification shall be made to the plan only with the consent of Council, which consent shall not be unreasonably withheld.