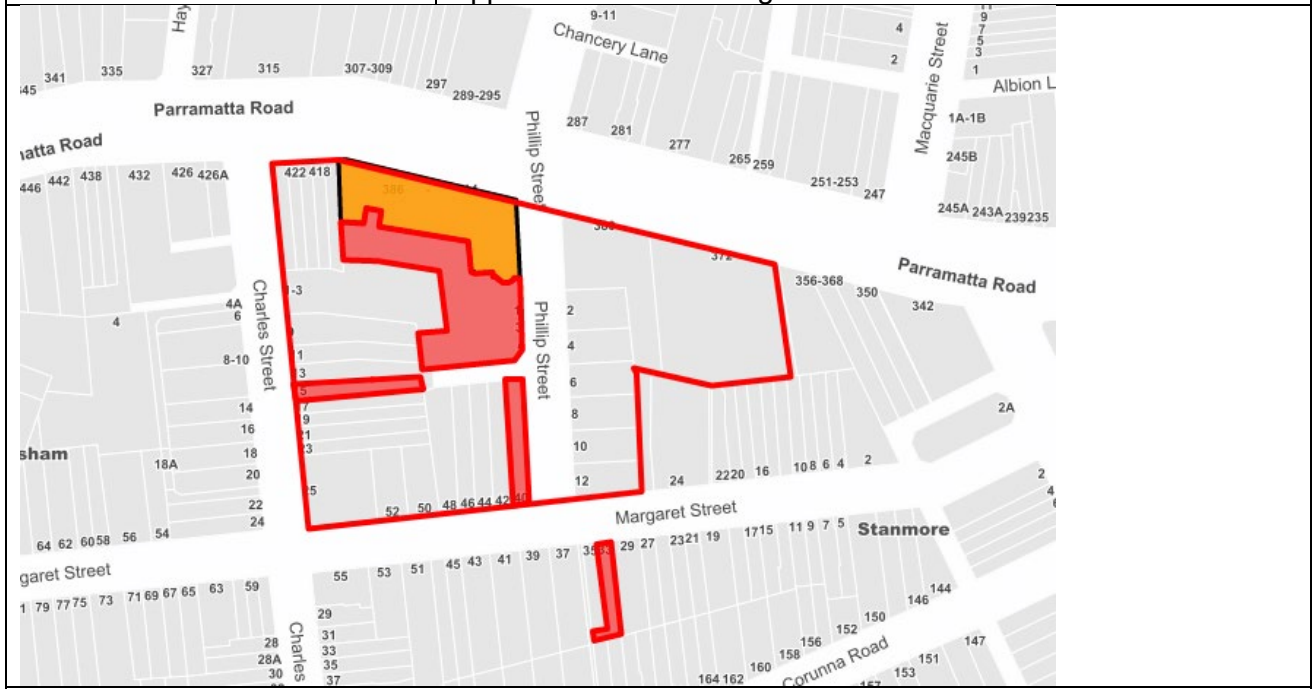





 DEVELOPMENT ASSESSMENT REPORT	
Application No.	MOD/2020/0300
Address	386 Parramatta Road PETERSHAM NSW 2049
Proposal	Application under Section 4.55(2) of the <i>Environmental Planning and Assessment Act 1979</i> to modify Determination No. 200400670 involving an extension to existing trial period hours of operation.
Date of Lodgement	1 September 2020
Applicant	Giovanni Cirillo
Owner	PG Petersham Pty Ltd
Number of Submissions	Six (6)
Value of works	Nil
Reason for determination at Planning Panel	Amendment to a Council-recommended condition that was previously amended by the panel
Main Issues	Acoustic impacts, operations and management
Recommendation	Approved with Modified Conditions
Attachment A	Recommended modified conditions of consent
Attachment B	Plan of Management
Attachment C	Approved Plan of Management



LOCALITY MAP

Subject Site		Objectors		N 
Notified Area		Supporters		

Note: Due to scale of map, not all objectors could be shown.

1. Executive Summary

This report is an assessment of the application submitted to Council under S4.55(2) of the *Environmental Planning and Assessment Act 1979* to modify Determination No. 200400670 involving an extension to existing trial period hours of operation at 386 Parramatta Road, Petersham.

The application was notified to surrounding properties and 6 submissions were received in response to the initial notification.

The main issues that have arisen from the application include:

- Noise;
- Management and patron behaviour; and
- Hours of Operation.

The site history includes the refusal of an application (DA200400670.03) for an extension of trading hours until 3:00am. The refusal decision was appealed to the NSW Land and Environment Court in 2017 (LEC) (*Rosa Maiolo v Inner West Council* [2017] NSWLEC 1525) and was subsequently dismissed. A key direction from the NSW LEC proceedings is as follows:

The applicant would, as a minimum, need to demonstrate appropriate management of the hotel within the existing approved trading hours for a reasonable period of time, without recorded breaches by the police or further substantiated resident complaints, before any new trial period could be reasonably considered.

A number of further applications were submitted seeking to increase the hours of operation until 3.00am and sought approval for unauthorised works. These applications were refused on similar grounds to the above. A subsequent application, Determination no. 200400670.06 was submitted to increase the hours of operation until 1.30am on Thursdays to Saturdays and on 10 nominated calendar days throughout this year. This application was approved by the Inner West Local Planning Panel on 19 November 2019.

This application seeks to increase the trial period hours from 1.30am until 3.00am and to increase the hours of live music until 1.00am. As detailed within this report, advice received from NSW Police indicates that recorded events and incidents at the premises in the past 12 months have increased from the previous year (although it is noted that these events have predominantly occurred outside the trial period hours and before midnight). Therefore, the premises has not yet adequately demonstrated “for a reasonable period of time that they will not disrupt and impact the amenity of the surrounds” and as such extension of the hours of operation and extension to the hours of live entertainment is not supported.

The application does not justify deletion of a trial period altogether, rather a continuation of the existing trial period is recommended for an additional 24 months to allow for an adequate period to demonstrate appropriate strategies have been put in place to minimise impacts to the surrounds. Therefore, subject to appropriate conditions, the modified proposal generally complies with the aims, objectives and design parameters contained in the relevant State Environmental Planning Policies (SEPPs), Marrickville Local Environmental Plan (MLEP 2011) and Marrickville Development Control Plan 2011 (MDCP 2011). Overall, the modifications are acceptable given that they will not result in unacceptable impacts on adjoining properties and a trial period will be imposed to ensure review of the proposed hours is undertaken. As a result, the application is recommended for approval.

2. Proposal

The proposal is for an application under S4.55(2) of the Environmental Planning and Assessment Act 1979 to modify Determination No. 200400670.06. The proposal involves the following modifications to the operating hours:

	Approved	Proposed
Permanent Hours of Operation	10.00am to 12.00 midnight Mondays to Saturdays and 10.00am to 10.00pm Sundays excluding Public Holidays	No change.
Trial Period Hours	10.00am to 10.00pm Sundays excluding Public Holidays and 10.00am to 1.30am Thursdays to Saturdays and the nominated special calendar days on a 12 month trial basis	10.00am to 3.00am Thursdays to Saturdays, Sundays where the following Monday is a Public Holiday and on the nominated special calendar days on a 24 month trial basis
Live entertainment and amplified music	10.00am to 12.00 midnight Mondays to Saturdays and 10.00am to 10.00pm Sundays excluding Public Holidays	10.00am to 1.00am Mondays to Saturdays and 10.00am to 1.00am Sundays excluding Public Holidays

3. Site Description

The subject site is located on the southern corner of Parramatta Road and Phillip Street, Petersham. The site consists of strata titled allotment with a total area of approximately 1,281.6sqm and is legally described as Lot 11 SP 67608.

The site includes a mixed use development with ground floor commercial uses addressing Parramatta Road including the Petersham Inn Hotel; with apartments on the floors above. The site is listed as a local heritage item (no. I209) and is located within the Parramatta Road Commercial Precinct Heritage Conservation Area (HCA).

The area is generally characterised by commercial uses along Parramatta Road and residential uses south, southwest and southeast of the subject site. The site adjoins a row of attached 2 storey commercial buildings to the west and a public laneway (Hughes Street) to the south.

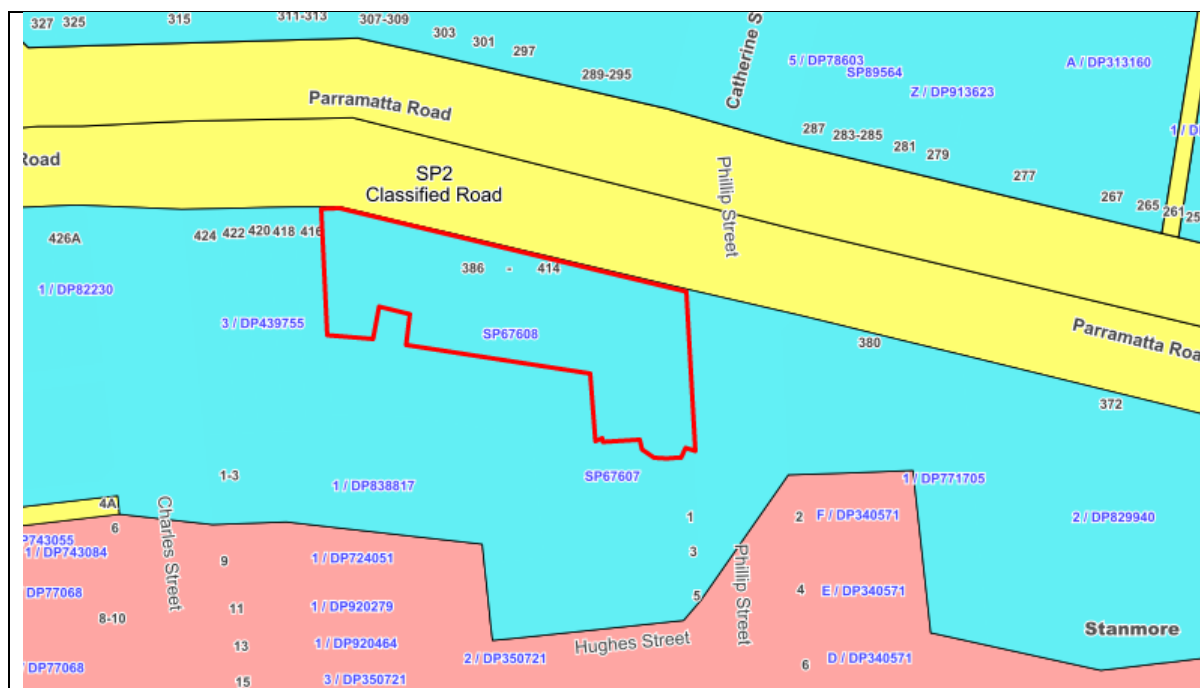


Figure 1 : Zoning Map (subject site red outline)

4. Background

4(a) Site history

The following table outlines the relevant development history of the subject site.

Application	Proposal	Decision & Date
Court Order No. 10326	To carry out of alterations and additions to the existing buildings at 386-414 Parramatta Road, Petersham and the use of these buildings for hotel, retail and residential purposes.	Approved on 12 November 1997 by the NSW Land & Environment Court (LEC)
DA200400680	Staged deferred commencement consent to carry out alterations involving the fit out of part of the premises for use as a tavern with restaurant/bistro, gambling facilities and provide entertainment within the hotel as stage 1 and application for a Place of Public Entertainment licence as stage 2. An operative consent was issued for stage 1 of the consent.	Approved 2 March 2005
DA200400670.01	Application under Section 96 of the Environmental Planning and Assessment Act to modify Determination No. 200400670 to extend the trial period for hours of operation of the premises.	Approved 27 October 2006
DA200400670.02	Application under Section 96 of the Environmental Planning and Assessment Act to modify Modified Determination No 200400670 dated 27 October 2006 to continue extended trading hours for Petersham Inn between the hours of 10.00am to 3.00am the following day Mondays to Saturdays and 10.00am to	Approved 10 August 2015

	10.00pm Sundays excluding Public Holidays.	
DA200400670.03	Application under Section 96 of the Environmental Planning and Assessment Act to modify Modified Determination No. 200400670, dated 10 August 2015, to continue extended trading hours for Petersham Inn between the hours of 10.00am to 3.00am the following day Mondays to Saturdays and 10.00am to 10.00pm Sundays excluding Public Holidays for 5 years.	Refused 3 August 2016
CA201600013	Class 1 Appeal in LEC - Refusal - under Section 96 of the Environmental Planning and Assessment Act to modify Modified Determination No. 200400670, dated 10 August 2015, to continue extended trading hours for Petersham Inn between the hours of 10.00am to 3.00am the following day Mondays to Saturdays and 10.00am to 10.00pm Sundays excluding Public Holidays for a further 5 years.	Appeal dismissed 26 September 2017
DA200400670.04	Application under Section 96 of the Environmental Planning and Assessment Act to modify Modified Determination No.200400670 to seek retrospective approval for building works that have been carried out which include the installation of a raised stage, extension of the service bar and installation of a partition wall in the rear lounge area, extension of internal glazed sound lock, adjust door location and partition wall in the main bar area, and to install timber clad screen partitions between the gaming area and the pedestrian entry along the Parramatta Road frontage.	Refused 27 February 2017
DA200400670.05	Application under Section 96AB of the Environmental Planning and Assessment Act to review Determination No. 200400670.04 dated 27 February 2017 to 2015 to seek retrospective approval for building works that have been carried out which include the installation of a raised stage, extension of the service bar and installation of a partition wall in the rear lounge area and adjust door location and partition wall in the main bar area	Refused 16 October 2017
DA200400670.06	To modify Determination No. 200400670, dated 2 March 2005 under Section 4.55 of the Environmental Planning and Assessment Act to extend the existing trading hours and to extend trading hours for 12 special calendar events a year.	Approved 19 November 2019

Unauthorised works

The following unauthorised works have been undertaken at the premises and which were the subject of applications DA200400670.04 and DA200400670.05, respectively:

- Installation of a raised area within the rear lounge area;
- Extension of the service bar within the rear lounge area;
- Adjust door location and partition wall in the main bar area;
- Installation of a partition wall and nib wall within the rear lounge area; and
- Installation of timber clad screen partitions between the gaming area and the pedestrian entry along the Parramatta Road frontage.

It is understood that the above works were undertaken to create a dedicated space to conduct live entertainment at the premises. The abovementioned applications to retrospectively approve these works were ultimately refused by Council on the following key ground:

- The unauthorised works facilitate an intensification of use at the premises which has the potential to adversely impact the amenity of residents of the premises and the surrounding neighbourhood.

The unauthorised works that have been undertaken facilitate entertainment at the site and these works have not been regularised. The proposal seeks to extend the hours of live entertainment at the premises until 1.00am every day and as such is considered to intensify the use of the premises. For reasons discussed later in this report, the premises has not yet adequately demonstrated they can operate without impacting the amenity of the surrounding properties and as such provision of an extension to the hours of live entertainment will result in an intensification of the use and additional amenity impacts to the surrounds and cannot be supported. As such the recommendation does not rely on use of the unauthorised works and thus does not regularise the unauthorised works.

4(b) Application history

The following table outlines the relevant history of the subject application.

Date	Discussion / Letter / Additional Information
1 September 2020	Application Lodged
10 September to 1 October 2020	Application notified
6 November 2020	Applicant submitted additional information in response to concerns raised in submissions

5. Assessment

The following is a summary of the assessment of the modification against the relevant provisions of Section 4.15 of the *Environmental Planning and Assessment Act 1979*.

5(a) Environmental Planning Instruments

Marrickville Local Environment Plan 2011 (MLEP 2011)

The application was assessed against the following relevant clauses of the *Marrickville Local Environment Plan 2011*:

- Clause 1.2 - Aims of the Plan
- Clause 2.3 - Zone objectives and Land Use Table
- Clause 4.3 - Height of buildings

- Clause 4.4 - Floor space ratio
- Clause 5.10 - Heritage Conservation

(i) Clause 1.2 – Aims of the Plan

The proposed development which seeks to extend the hours of operation of the premises and the hours of operation of live entertainment is not considered to promote the efficient use of land while protecting residential amenity and is inconsistent with Clause 1.2 of MLEP 2011. Subject to the imposition of conditions which include continuing the existing trial period for an additional 24 months, the development will be consistent with Clause 1.2 of MLEP 2011.

(ii) Clause 2.3 - Land Use Table and Zone Objectives

The site is zoned B2 – Local Centre and pubs are permissible within this zone. The existing approved use is to remain unaltered by the proposal and is consistent with the relevant objectives of the zone.

(iii) Clause 4.3 – Height of Buildings

The existing height for the development is to remain unaltered by the proposal.

(iv) Clause 4.4 – Floor Space Ratio

The existing floor space ratio for the development is to remain unaltered by the proposal.

(v) Clause 5.10 – Heritage Conservation

The site is listed as a heritage item under MLEP 2011, namely Petersham Inn Hotel (Item I209). The site is also located within a Heritage Conservation Area (HCA) under MLEP 2011 (Heritage Conservation Area C5 – Parramatta Road Commercial Precinct).

The proposal does not include any new works to the premises and therefore, the heritage significance of the property and the surrounding HCA is to be unaffected by the proposal. Notwithstanding, the Acoustic Report submitted with the application outlined that the physical works to the fabric of the building had been carried out in 2017 to assist in reducing noise impacts on the apartments directly above.

As part of the previous application the Joint Expert Acoustic Report for NSW LEC proceedings (*Rosa Maiolo v Inner West Council* [2017] NSWLEC 1525) was submitted detailing the works carried out in order to mitigate noise. These works were sanctioned by the LEC consent thus were considered to have minimal impact on the heritage item.

In summary, it is considered that the modification is generally acceptable with respect to Clause 5.10 of MLEP 2011.

5(b) Draft Environmental Planning Instruments

Draft Inner West Local Environmental Plan 2020 (Draft IWLEP 2020)

The Draft IWLEP 2020 was placed on public exhibition commencing on 16 March 2020 and accordingly is a matter for consideration in the assessment of the application under *Section 4.15(1)(a)(ii) of the Environmental Planning and Assessment Act 1979*.

The development is considered acceptable having regard to the provisions of the Draft IWLEP 2020.

5(c) Development Control Plans

The application has been assessed and the following provides a summary of the relevant provisions of Marrickville Development Control Plan 2011.

MDCP 2011 Part of MDCP 2011	Compliance
Part 2.6 – Acoustic and Visual Privacy	Yes – see discussion
Part 2.8 – Social Impact	Yes
Part 5 – Commercial and Mixed Use Development	Yes subject to condition – see discussion
Part 8 – Heritage	Yes (refer to LEP discussion above)

The following provides discussion of the relevant issues:

(i) Commercial and Mixed Use Development

Hours of Operation

The proposal seeks to increase the trial period hours and extend the operating hours of live entertainment at the premises. The application has requested that a 24-month trial be imposed on the trial period hours.

The former Marrickville Council adopted a merit-based approach for the assessment of applications in relation to extended trading hours of hotels on 6 September 2005 under Council's Hotel Trading Hours Policy, which is still in force. Council endorsed that merit-based approach, including the use of management plans and limited consents as the preferred approach for dealing with applications for extended trading hours for licensed premises.

Under Council's Hotel Trading Hours Policy, any approval granted for extended hotel trading hours would be limited to a trial period to ensure that the extended trading hours are reviewed and assessed in the light of the performance of the hotel and to ensure that the extended trading hours do not interfere with the amenity of the locality.

Under Council's Hotel Trading Hours Policy, the length of the trial periods are subject to an initial 1-year trial period. Subject to satisfactory conduct of the premises during the initial trial period, the second trial period can be 2 years and third trial period can be 4 years.

As outlined previously, the applicant originally sought an extension of trading of hours until 3:00am on a 24-month trial period. Upon assessment of the application, it is considered that given there have been more incidents attended by NSW Police at the premises in the past 12 months it has not yet been adequately demonstrated that the Hotel has been operating without impacting the amenity of the surrounding properties.

Furthermore, and given the extent of incidents it is considered that the premises has not been operating for a reasonable period of time to demonstrate appropriate measures are in place to minimise impacts on the amenity of the surrounding properties. In addition, an extension to the hours of live entertainment until 1.00am will result in an intensification of the use and additional amenity impacts to the surrounds. As such, extension of the trial period hours for an additional 1.5 hours and extension of hours of live entertainment for an additional hour is not supported. Notwithstanding, it is considered acceptable to extend the existing trial period

hours until 1.30am for an additional 24 months trial period to enable more time for the premises to demonstrate the premises can be managed appropriately without impact surrounding residential properties and without NSW Police intervention.

In light of the above, it is considered that the premises can be given the opportunity to trade on a trial basis in a limited capacity (pub and gaming operations only) until 1:30am on Thursday, Friday, Saturday and a number of special calendar events for twenty-four (24) months in-line with Council's Hotel Trading Hours Policy.

The trial period extended hours are only permitted on the days mentioned above as per the previous approval. Therefore, in order to avoid any confusion regarding the permitted hours of operation, Condition 16(ii) which prescribes the hours for the trial period should be modified to clarify that trade is permitted on Mondays to Wednesdays from 10.00am to 12.00 midnight in line with the permanent hours of operation.

Plan of Management (POM)

Part 5.3 of MDCP 2011 contains objectives and controls to ensure licensed premises in close proximity to residential uses have effective management strategies contained in a POM to minimise any adverse impact to surrounding properties. The site has an approved POM that contains management strategies to minimise impacts to the surrounds in terms of patron management and noise.

In accordance with advice provided by NSW Police there has been an increase in attendance at the venue by NSW Police to manage incidents in the last 12 months. This demonstrates that the site is not yet effectively managing patrons at the site and resulting in adverse impacts on surrounding residences. Furthermore, an extension to the hours of live entertainment will result in an intensification of the use and additional amenity impacts to the surrounds. Overall, it has not been demonstrated that the premises can be managed without disrupting neighbours and without requiring police intervention. Therefore, it has not been demonstrated that an extension to the hours of operation of the premises and extension to the operating hours of live entertainment is appropriate and as a result, it is recommended to continue the existing trial period hours (until 1.30am) for an additional 24 months to allow more time to demonstrate appropriate management measures are in place to minimise amenity impacts.

An updated POM (Attachment B) was submitted with the application reflecting the extended hours sought as part of this proposal. As the proposed 3.00am closing time and extension to the hours of live entertainment until 1.00am is not supported there will be no changes to the approved POM (Attachment C) referred to in condition 1a of the consent. As such, this consent can rely on the Approved POM with no changes required to condition 1a.

(ii) Acoustic and Visual Privacy

The proposal seeks to increase the trial period hours of operation from 1.30am to 3.00am and increase the hours of live entertainment until 1.00am where it is currently permitted until 12.00 midnight. As such, the development has the potential to result in adverse acoustic impacts for the surrounding residential properties.

A number of measures have been incorporated into the existing building in accordance with the LEC consent to mitigate noise impacts, which include installing a noise limiter in a number of areas within the hotel and mounting the speakers below the ceiling. As such, the acoustic report submitted with the application concludes that the operation of the premises until 3.00am will achieve the noise criteria set out in the existing conditions of consent given the measures that have been previously incorporated into the development.

Notwithstanding, concerns are raised with regard to the noise created by patrons exiting the venue in the early morning hours. As noted by NSW Police there has been an increase in police intervention at the site in the past year and this proposal will result in an intensification of the use of the site with impacts on acoustic privacy of the surrounds. It has not yet been demonstrated for a substantial period of time that the premises can be managed appropriately to mitigate adverse amenity impacts for the surrounding residential properties. As such it is considered appropriate to continue a trial period arrangement that allows operation until 1.30am for a further 24 months in line with Council's Hotel Trading Policy as discussed under the heading '*Hours of Operation (Part 5.3.1.1).*'

Furthermore, it is considered that increasing the hours of operation of the live entertainment will have an adverse impact on surrounding residential properties in terms of noise due to the intensification of the use and the greater amount of people that will attend the venue at later hours. As such, the proposed extension to the hours of live entertainment is not supported.

Subject to the imposition of conditions which include continuing the existing trial period for an additional 24 months to ensure the performance of the hotel will be monitored to comply with the terms of the approval and demonstrates that the venue can operate in a manner that does not detract unreasonably from the amenity of the area, it is considered the proposal can achieve compliance with the relevant objectives and controls outlined by Part 2.6 of MDCP 2011.

(iii) Social Impact

A Social Impact Statement (SIS) was submitted with the application in accordance with Table 1 contained in Part 2.8 of MDCP 2011. It concluded that the proposal would not have a detrimental social impact, subject to the effective management of the hotel by way of mitigating impacts, particularly with respect to noise. A number of existing conditions are included on the consent to mitigate noise impacts and the acoustic report submitted with the application details that the noise criteria contained in these conditions can be achieved with the proposed operating hours.

Notwithstanding the above, as discussed elsewhere in this report, the extension to the hours of operation and hours of live entertainment are not supported due to the impacts on the surrounding amenity. As such, there will be no increase to the hours of operation and the existing hours of operation will be continued on a further 24-month trial period to minimise and assess any potential adverse social impacts.

5(d) Section 4.55 of the Environmental Planning and Assessment Act

Under Section 4.55 of the Environmental Planning and Assessment Act, 1979, the consent authority, when considering a request to modify a Determination, must:

- a) be satisfied that the development as modified is substantially the same development as the development for which consent was originally granted;
- b) consult with any relevant authority or approval body;
- c) notify the application in accordance with the regulations;
- d) consider any submissions made; and
- e) take into consideration the matters referred to in Section 4.15 as are of relevance to the development the subject of the application.

The development being modified is substantially the same development as the development for which consent was originally granted. No authorities or bodies were required to be consulted. The application was notified in accordance with the regulations and Council's

policy. The submissions received have been considered. The relevant matters under Section 4.15 have been addressed above.

5(e) The Likely Impacts

The assessment of the Development Application demonstrates that, subject to the recommended conditions, the proposal will have minimal impact in the locality.

5(f) The suitability of the site for the development

Provided that any adverse effects on adjoining properties are minimised, this site is considered suitable to accommodate the proposed development, and this has been demonstrated in the assessment of the application.

5(g) Any submissions

The application was notified in accordance with the Community Engagement Framework for a period of 14 days to surrounding properties. Six (6) submissions were received in response to the initial notification.

The following issues raised in submissions have been discussed above in this report:

- Noise; and
- Hours of Operation.

In addition to the above issues, the submissions raised the following concerns which are discussed under the respective headings below:

Issue: Parking

Comment: This application is for the extension of trading hours and there is no increase in floor area at the hotel and as such there is no requirement for an increase in the number of parking spaces as required under the provisions of Part 2.10 *Parking* of the MDCP 2011. In addition, increasing the operating hours for the amount proposed is unlikely to result in a substantial increase in traffic generation.

Parking of vehicles illegally, including vehicles that hinder access to private driveways can be reported to Council to be investigated as required.

Issue: Patron Behaviour on surrounding streets

Comment: As discussed earlier in this report the approved POM contains appropriate strategies to reduce the potential for anti-social behaviour and to improve community safety.

Furthermore, the application sought approval for an extension to the trial period hours however as for reasons discussed throughout this report the premises, an extension to the hours of operation is not supported and it is recommended that the premises only be permitted to continue the current operating hours until 1.30am. In addition, as discussed above under 5(d)(iii) NSW Police did not recommend refusal of the application on community safety grounds.

5(h) The Public Interest

The public interest is best served by the consistent application of the requirements of the relevant Environmental Planning Instruments, and by Council ensuring that any adverse effects on the surrounding area and the environment are appropriately managed.

Subject to appropriate controls and conditions, the proposal is not contrary to the public interest.

6 Referrals

6(a) Internal

The application was referred to the following internal sections:

Section	Comments
Environmental Health	No objection raised, subject to conditions.
Regulatory Services	A review of Council's records revealed there are no outstanding Notices/Orders on the premises and no complaints have been received by Council in the past 12 months.

6(b) External

The application was referred to the following external bodies and issues raised in those referrals have been addressed throughout the report:

External Body	Comments
NSW Police	Concerns raised with operation until 3.00am. Conditions have been provided in the event the application is approved. The conditions include the requirement for additional security. As 3.00am trade is not supported these conditions have not been included in the recommended modified conditions of consent.

7. Section 7.11 Contributions/7.12 Levy

Section 7.11 contributions or 7.12 levies are not payable for the proposal.

8. Conclusion

The proposal generally complies with the aims, objectives and design parameters contained in *Marrickville Local Environmental Plan 2011* and *Marrickville Development Control Plan 2011*.

The development will not result in any significant impacts on the amenity of the adjoining premises/properties and the streetscape and is considered to be in the public interest.

The application is considered suitable for approval subject to the imposition of appropriate conditions.

9. Recommendation

- A. That the Inner West Local Planning Panel, exercising the functions of the Council as the consent authority, pursuant to s4.55 of the *Environmental Planning and Assessment Act 1979*, approve Modification Application No. MOD/2020/0300 to modify Determination No. 200400670 involving an extension to existing trial period hours of operation at 386 Parramatta Road PETERSHAM NSW 2049 subject to the conditions listed in Attachment A below.

Attachment A – Recommended Modified Conditions of consent

Recommended modified conditions of consent

A. THAT the application Application under S4.55(2) of the Environmental Planning and Assessment Act 1979 to modify Determination No. 200400670 involving an extension to existing trial period hours of operation be **APPROVED** and a modified Determination be issued with the Determination being modified in the following manner:

(i) THAT the following conditions being amended to read:

16. (i) The hours of operation being restricted to between the hours of 10.00am to 12.00 midnight Mondays to Saturdays and 10.00am to 10.00pm Sundays excluding Public Holidays.

(ii) For a period of not more than ~~twelve (12)~~ **twenty four (24)** months from the date of the issue of DA200400670. ~~020607~~, the hours of operation being restricted to between the hours of 10.00am to 10.00pm Sundays excluding Public Holidays, **10.00am to 12.00 midnight Mondays to Wednesday** and 10.00am to ~~3.00am~~ 1:30am the following day ~~Mondays~~ Thursdays to Saturdays and the following 10 special calendar events:

- Australia Day (26 January)
- St. Patricks Day (17 March)
- Anzac Day (25 April)
- Melbourne Cup (First Tuesday in November)
- Christmas Eve (24 December)
- Boxing Day (26 December)
- New Year's Eve (31 December)
- NRL Grand Final
- AFL Grand Final
- World Cup Final (Soccer)
- FA Cup Final (Soccer)

The extended hours of operation referred to in this part of the condition, in excess of those referred to in part (i) of this condition, not relating to the provision of ~~public~~ live or any other form of entertainment or amplified music and permit pub and gaming room operations only.

(iii) A continuation of the extended hours will require Council's approval under the Environmental Planning and Assessment Act by way of a fresh application.

Reason: To ensure that the extended hours of operation are reviewed and assessed in light of their performance and to ensure that the use does not interfere with the amenity of the locality.

(Condition Modified under MOD/2020/0300)

B. THAT those persons who lodged submissions in respect to the proposal be advised of the Council's determination of the application.

Attachment B – Amended Plan of Management



HOTEL PLAN OF MANAGEMENT

PETERSHAM INN

386 Parramatta Road, Petersham

Hotel Liquor Licence No. LIQH400104685

Dated 11 August 2020

Petersham Inn



INNER WEST SYDNEY'S PREMIER SPORTS BAR

Servicing the community

Table of Contents

1.	The Licence	3
2.	Premises Operations	4
	2.1 Hours of Operation	4
	2.2 Maximum occupancy	4
	2.3 Live Entertainment	4
	2.4 No Dance Parties	4
	2.5 Restrictions on operation after midnight (based on 3:00 am hours of operation)	4
	2.6 Noise Mitigation	5
	2.7 Security	6
	2.8 The Incident Register	7
	2.9 Closed Circuit Television Equipment (CCTV)	8
	2.10 Transport	8
3.	Our Objective	8
4.	Responsible Service of Alcohol at the Premises	10
	4.1 Responsible Service of Alcohol	10
	4.2 Drink Promotions	11
	4.3 Drinking Practices	11
5.	Liquor Accords	13
6.	Provision of food at the premises	14
7.	Staff Training	15
8.	Dealing with minors on premises	16
9.	Dealing with intoxicated, indecent, violent or quarrelsome patrons	17
	9.1 Intervention	17
	9.2 Recognising an Intoxicated Person	18
	9.3 The Role of Staff in Refusal of Service	19
10.	Community	21
	10.1 Security – Nightly Closing Procedures	21
	10.2 Amenity of neighbourhood	21
	10.3 Complaints	21
	10.4 Deliveries and Waste Removal	22
	10.5 Doors and Windows	22
	Schedule 1 - Liquor Licence Document	24
	Schedule 2 - Intoxication Guidelines	25
	Schedule 3 - Prevention of Intoxication	26
	Schedule 4 - Liquor Promotion Guidelines	27



1. The Licence

- (a) The Petersham Inn will operate under the authority of Full Hotel Licence No. LIQH400104685
- (b) Details of the License requirements are as follows:
 - (1) Principal Activity:
The sale of liquor for consumption on the licensed premises, or take-away off the premises.
 - (2) Maximum Licensed Trading Hours:
 - (A) Monday to Saturday - 10:00am to 3:00am
 - (B) Sunday - 10:00am to 10:00pm
- (c) All take away alcohol sales will cease at 11 pm daily except Sunday will be 10pm
- (d) *Licence document* - The Petersham Inn Liquor Licence Document folder contains all details of licensed trading hours and conditions. The Licence Document folder will be kept on the premises at all times.
- (e) A copy of the Licence Document is contained in Schedule 1.





2. Premises Operations

2.1 Hours of Operation

(a) The Petersham Inn has the following opening hours:

- 10am – 12am (midnight), Monday – Wednesday
- 10am – 3:00am, Thursday – Saturday
- 10am – 10pm, Sunday

2.2 Maximum occupancy

(a) The maximum occupancy of the Petersham Inn is 231 patrons broken down as (as per Appendix A):

- Public Bar – 106 patrons
- Club – 67 patrons
- TAB area – 35 patrons
- Gaming area – 23 patrons.

2.3 Live Entertainment

(a) Live adult entertainment is provided within the Hotel (identified in appendix A - Club) until 1.00am.

~~(b) No live entertainment is permitted to continue past midnight under any circumstance.~~

2.4 No Dance Parties

The Hotel is prohibited from holding dance parties and raves.

2.5 Restrictions on operation after midnight (based on 3:00am hours of operation)

- (a) No new patrons are to be admitted to the premises after 2:30am.
- (b) All sale and supply of liquor to cease 30 minutes before close.
- (c) All live entertainment to cease at 1.00am.



2.6 Noise Mitigation

- (a) All amplification equipment is centrally controlled and is not accessible to the public. Only the Manager and Acoustic Consultant are to have access to the system settings.
- (b) The Club and Bar (as depicted in appendix A) operate to different noise limits. This can be appropriately managed through the Hotel's BLU 100 model BSS DSP (Digital Signal Processor) series. The noise limiter must be programmed to correspond with the noise limits stipulated in this Plan of Management and must automatically reduce noise output at 12am (midnight).
- (c) It is the responsibility of the manager on duty to ensure that all amplification equipment is functioning correctly and to ensure that noise levels are adhered to.
- (d) All staff involved in the provision of entertainment must adhere strictly to the directives of the duty manager with respect to sound equipment.
- (e) From after 12am (midnight), the entry and exit of patrons and staff is to occur through the main doors to Parramatta Road.
- (f) The LA10 noise level emitted from music and patrons on the licensed premises shall not exceed the background (L90) noise level in any octave band centre frequency (31.5 Hz to 8 kHz) between the hours of 7:00am and 12:00 midnight when assessed at the nearest affected residential boundary. The background noise level shall be measured in the absence of noise emitted from the licensed premises.
- (g) The LA10 noise level emitted from music and patrons on the licensed premises shall not exceed the background (LA90) noise level in any octave band centre frequency (31.5Hz to 8kHz) between the hours 12:00 midnight and 7:00am when assessed at the nearest affected residential boundary. The background noise level shall be measured in the absence of noise emitted from the licensed premises.
- (h) Notwithstanding compliance with the above clauses, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12:00 midnight and 7:00am.
- (i) The Petersham Inn is committed to maintaining these acceptable levels of noise.
- (j) The following measures are designed to assist with this:
 - (1) Doors are closed whenever amplified music is conducted – except the main entrance doors to Parramatta Road.
 - (2) Bottles are emptied into plastic bags before being placed in bins. Bins are to be wheeled to the rubbish bin area for collection as part of the closing procedure. Where bins are



wheeled to the rubbish area after 8pm, only the internal passageway should be utilised as described in Section 12.4 of this Plan of Management.

- (3) Signs are placed in specific locations reminding our patrons to respect our neighbours when leaving the premises.
- (4) The premises is well serviced by taxis and is easily accessible to ride share drivers. Security and staff are to assist patrons to access transport and disperse from the area. Any patrons who do not wish to arrange transport from the venue should be encouraged to disperse in an orderly manor on foot.
- (5) Staff members will assist in arranging external transport when requested.
- (6) Staff and security assist in keeping the premises, and its immediate vicinity, clean and tidy during the Hotel's operational hours.
- (7) Cleaners are employed on a nightly basis after close to clean the premises. As part of these duties they are expected to pick up and clear any litter in the immediate vicinity of the premises.
- (8) Signs will be located within the hotel adjacent to egress points advising patrons of the nearby residences and seeking quiet and orderly ingress and egress from the premises. Staff and security are to take action to quieten leaving guests as required.

2.7 Security

- (a) The security personnel engaged by the Hotel shall hold a relevant Security Licence, and have completed suitable courses and received suitable certificates to enable them to maintain appropriate behaviour on the premises.
- (b) On Thursday, Friday and Saturday nights from 7:00pm, two (2) security guards will be deployed at the Hotel. One security person will be deployed to the entrance to the Hotel. The second security will be deployed to roam the Hotel and the immediate vicinity of the Hotel.
- (c) The Licensee shall make arrangements that if required, additional security personnel can be provided at the Hotel at short notice.
- (d) The Licensee shall ensure that there are adequate numbers of security personnel and/or management present upon the Hotel to ensure alcohol is consumed properly and responsibly.
- (e) The Licensee shall require any security person on duty at the Hotel to:
 - (1) Be appropriately licensed and have successfully completed suitable Responsible Service of Alcohol courses.



- (2) Be dressed in a readily identifiable uniform and clearly display identification as a security officer. When working outside the Hotel, that uniform is to include a reflective vest.
- (3) Report to Licensee or Duty Manager to obtain a briefing on his or her duties before commencing duty at the Hotel.
- (4) Prevent any person, detected as intoxicated, from entering the premises and bring to the notice of the Licensee or Duty Manager any person observed in the premises who might be displaying signs of approaching intoxication
- (5) Prevent patrons leaving the Hotel with open drinking containers.
- (6) Record the details of incidents reported in an 'Incident Book' kept at the Hotel as soon as practicable.
- (7) Co-operate with the Police, Liquor & Gaming, Council, or any other private security personnel operating in the area near the Hotel.
- (8) Monitor the behaviours of patrons in the vicinity of the Hotel and encourage them to leave its vicinity in a quiet and orderly fashion.
- (9) Collect any rubbish in the Hotel's security patrol area that may be associated with the hotel's activities.
- (10) Security Guards will conduct themselves in a professional and proactive manner and ensure the hotel trades within the boundaries of its Liquor Licence, and that the quiet and good order of patrons and hotel guests is maintained both internally and in the immediate vicinity of the Hotel.
- (11) The definition of 'vicinity' of a licensed premises taken from the Liquor Act means any place less than 50 metres from any point from the boundary of the premises.

2.8 The Incident Register

- (a) The Licensee must ensure an Incident Register of a type approved by Liquor & Gaming NSW is maintained where written details of incidents that occur at the premises must be recorded and signed by all staff involved in the incident. An incident register will be required to be completed on all incidents which necessitate action by an emergency service, Fire brigade, Police and maintenance called in after hours. As well, a director of the owner of hotel is required to be informed.
- (b) The incident report should contain:
 - The date & time of the incident
 - The details of the incident.

The action taken, including the name and appointment of the person or persons notified of the incident, the time notified, the instruction given to the Security personnel and the time the



instructions were carried out.

The Hotel Incident Register is located in the office.

2.9 Closed Circuit Television Equipment (CCTV)

- (a) Sufficient security cameras will be located to as far as practicable provide coverage to entrances / exits and all parts of the premises to which the public have access (excluding toilet areas).
- (b) The cameras and associated equipment have been selected to ensure that the quality of images recorded is of an acceptable standard and shall automatically record date and time of exposure.
- (c) The equipment shall be maintained in working condition with any repairs or maintenance required being carried out as quickly as is reasonably possible.
- (d) Video surveillance must either commence recording 1 hour prior to opening and operate continuously until at least 1 hour after closure, or be of a type that is movement activated.
- (e) The CCTV recording equipment must be stored in a secure place by management to ensure the integrity of the recordings. The recording be retained for a minimum of 28 days and supplied to the police as required for criminal investigation.
- (f) Assist with the recording of footage to be made available to the Police or L&GNSW on receipt of a formal "notice to produce" (written request), provided the Hotel is permitted sufficient time to make a copy of the requested CCTV footage.

2.10 Transport

Where possible staff and management will assist patrons with transport enquiries including contacting taxis and limousines when requested.

3. Our Objective

- (a) The Petersham Inn aim is to provide a Full Hotel which includes bar, restaurant plus recreational entertainment at a venue that will provide an enjoyable & safe atmosphere for patrons, staff and management.
- (b) Patrons can expect outstanding customer service with all areas adequately staffed and safety being maintained at all times.
- (c) All patrons of our venue will be served in a friendly, responsible and professional manner.





- (d) Staff will assist patrons in their decision to drink in moderation and where appropriate arrange transport home.
- (e) Staff meetings and training sessions are conducted on a regular basis, which also allows staff to discuss any concerns and to share information.
- (f) Management, security and owner guarantee their full support for any staff member who has to refuse service.
- (g) The purpose of this Hotel Plan of Management is to establish performance criteria for various aspects of the operations of the Hotel having regard to the relevant matters under the Liquor Act and Regulations, Gaming Act and Regulations, and the Environmental Planning and Assessment Act.
- (h) The Hotel Licensee and all management will make themselves familiar with, and at all times comply with, the conditions as listed on the Petersham Inn Hotel Liquor Licence No. LIQH400104685.
- (i) The Hotel shall be operated in accordance with the requirements of any Marrickville Council Development Consent or Approval granted under the Environmental Planning and Assessment Act 1979.
- (j) Any issues raised by the Marrickville 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.
- (k) Any issues raised by nearby residents affected by the operation of the Hotel, shall be dealt with in a sympathetic and timely fashion, with an emphasis on maintaining the hotels ongoing support in the community. This part is to be considered in conjunction with 10.3 Complaints of this Plan.
- (l) The Licensee or Manager on duty, will ensure adequate staff are rostered to ensure the safe and compliant operation of the Hotel at all times.
- (m) The Hotel 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.
- (n) Alcohol consumption by all patrons of the Hotel shall be actively monitored by the Licensee/Management/Staff of the premises.



4. Responsible Service of Alcohol at the Premises

4.1 Responsible Service of Alcohol

- (a) The Petersham Inn acknowledges that our business operates within a broader community and that community is not obliged to tolerate inconvenience or disturbance as a result of the way our business is conducted.
- (b) The Responsible Service of Alcohol is important to our premises for legal, health and social reasons. We must ensure patrons do not become intoxicated and present a problem for management, staff and the community, or a safety risk to themselves & /or others. This also means liquor cannot be sold or supplied to intoxicated or disorderly persons, or to anyone who is under the age of 18.
- (c) The Hotel shall adopt and promote the New South Wales Liquor Industry Intoxication, Prevention of Intoxication and Responsible Promotion of Alcohol Products Guidelines.
- (d) All hotel management, staff and any contracted security 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.
- (e) Strategies that The Petersham Inn will undertake to ensure the Responsible Service of Alcohol are:
 - (1) Development and availability of this Plan of Management to all employees
 - (2) Provide a range of low alcohol and non-alcoholic beverages at a generally cheaper price than full strength liquor and promote the availability of same.
 - (3) Provide a safe environment for staff and patrons.
 - (4) Prohibit competitions where part of the contest involves the consumption of liquor.
 - (5) Provide access to a telephone to allow contact with taxis and emergency services.
 - (6) Display signs that discourage excessive drinking such as the "No more it's the law" at key locations in the premises.
 - (7) Display any signs issued by Liquor & Gaming NSW ("L & G") explaining reasons for staff's actions at key locations in the premises.
 - (8) Conduct both formal and informal staff training with respect to responsible hospitality practices and make record of such training.



- (9) Refuse service to patrons showing signs of intoxication and disorderly persons and give staff autonomous authority with respect to refusal.
- (10) Assist patrons in their departure from the premises and call taxis if required.
- (11) Make water freely available to patrons at any time.
- (12) Prohibit liquor promotions that may encourage excessive consumption of liquor.
- (13) The Licensee or Manger on duty will ensure regular patrols of the Hotel are conducted to identify and address any issues relating to intoxication, anti-social or violent behaviour, and patron safety, either by staff or contracted security.
- (14) The Licensee will endeavour that early intervention occurs on behalf of staff when a patron is showing signs of approaching intoxication at all times the premises is open and alcohol is sold or supplied.

4.2 Drink Promotions

- (a) All drink promotions will be conducted as per the 'Liquor Promotions Guidelines' issued by Liquor & Gaming NSW.
- (b) The external advertising of free drinks, multiple drinks and/or drink discounting that could result in excessive drinking is prohibited.
- (c) The prohibition on advertising does not apply inside of the premises, except where the advertising inside the premises is audible or visible outside. If staff or security notices that any such advertising is visible or audible from outside, the Duty Manager must be immediately advised.
- (d) Drinking promotions such as happy hours and two for one offers are not banned, provided they are conducted responsibly and do not lead to rapid or excessive consumption of alcohol.
- (e) In order to ensure compliance with these requirements, all decisions regarding advertising and promotions will be made at management level. It is the policy of management that all venue advertising will be carried out responsibly and with due regard for the proper, controlled and moderate use of alcohol.

4.3 Drinking Practices

- (a) The licensee will ensure that the following drinking practices are not conducted on the licensed premises:
 - (1) Any competition or game in which contestants or players consume liquor on the premises; or

Petersham Inn



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- (2) Any activity that may encourage the rapid or excessive consumption of liquor or promote intoxication.
- (b) On any day the hotel is open and trading as per the 'Prevention of Intoxication Guidelines', the following drinks shall not be sold or supplied after midnight;
 - (1) Any drink (commonly referred to as a 'shot', a 'shooter' or a 'bomb') that is designed to be consumed rapidly.
 - (2) 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.

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5. Liquor Accords

- (a) The Petersham Inn believes individual licensees need to work co-operatively with each other to develop approaches that benefit both the industry as a whole and the broader community.
- (b) The Petersham Inn is a supporter of liquor accords between licensees as they promote the responsible service of alcohol, encourage improvements in safety and security and involve improved communication and co-operation between licensees and the community.
- (c) The Petersham Inn will be a member of the Marrickville Liquor Accord and regularly attend its meetings.

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6. Provision of food at the premises

The Hotel food model is an important and integral part of the business plan. The Hotel will have a full a la carte or menu available daily from 12pm – 3pm and 6pm – 10pm with a reduced snack menu available from 10pm until close and on Sundays the times will be 12pm – 3pm and 6pm – 9pm with a reduced snack menu available from 9pm until close.

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7. Staff Training

- (a) The management of The Petersham Inn acknowledge that the Liquor Act 2007 and Prevention of Intoxication Guidelines requires all hotel management, bar staff and security 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.
- (b) All relevant staff must hold a current RSA qualification before they begin work with the hotel. All staff must have their RSA Competency Card, Certificate or electronic version available when working.
- (c) The principles of the RSA training course are reinforced by management at staff meetings and in-house training sessions which will generally be conducted on a regular basis. These include a review and update of RSA practices and in-house policies.
- (d) Induction training is also provided to new staff.
- (e) Staff meetings include an opportunity for situational analysis of how to refuse service.
- (f) All relevant staff need to have read and signed all policies, procedures and house rules prior to the commencement of their employment, in particular this Hotel Plan of Management.





8. Dealing with minors on premises

- (a) The following forms of identification (ID) can be accepted as evidence of age by licensed venues in NSW:
- (1) A driver's or rider's licence or permit (issued by an Australian State or Territory or any foreign country).
 - (2) Australian passport or a foreign passport issued by another country.
 - (3) NSW photo card (issued by Roads and Maritime Services NSW).
 - (4) 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.
 - (5) Keypass (over-18) identity card issued by Australia Post.
- (b) If a person is suspected to be a minor, staff will check for ID at the bar and throughout the premises if necessary. If the suspected person has no ID, it is safe to assume they are underage and staff should refuse service of alcohol.
- (c) However, bar and wait staff must also request ID if they suspect a person is a minor.
- (d) If a patron is suspected to be a minor, they must leave the premises. If the patron is uncooperative, notify security and management to handle the situation.
- (e) If a person uses a tampered or false ID, Police should be contacted and the person asked to remain until Police arrival.



9. Dealing with intoxicated, indecent, violent or quarrelsome patrons

9.1 Intervention

- (a) The Hotel 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 and immediate vicinity. They must be informed of the 'fail to quit' rules. If a patron does not leave the premises and vicinity on request, Police will be called. Guidelines to assist with the identification of intoxicated persons are attached at Schedule 2.
- (b) In the event a patron of the hotel is identified as showing signs of intoxication, all staff are required to intervene, and the following '**Relevant Steps**' are to be taken as follows;
- (1) Refuse Service of Alcohol.
 - (2) Direct the patron to leave the premises and the immediate vicinity.
 - (3) If the patron does not leave the premises on request, contact Police and inform them of the situation.
 - (4) Record these actions in the Hotel Incident Book as they occur or as soon as practicable thereafter.

Regarding patrons showing signs of intoxication, all staff including any contracted Security Guards are to abide by the following procedures at all times:

Intoxicated Person Attempting to Gain Entry

Staff: Inform Manager / Security

Manager: Refuse Entry - Ask to Leave - On Failure Call Police

Security: Refuse Entry - Ask to Leave - Fail to Leave - Call Police

Refusal of Service To Intoxicated Patron

Staff: Refuse & Inform Manager / Security

Manager: Ask to Leave - Offer Transport

Security: Ask to Leave - Offer Transport

**Removal on Fail To Quit**

Manager: Notify Security / Call Police

Security: Inside - Physically Remove (if safe to do so) or Call Police

IMPORTANT NOTE:

ANY PERSON THAT IS ASKED TO LEAVE, OR IS REFUSED ENTRY TO THE PREMISES, MUST BE INFORMED OF THE 'FAIL TO QUIT RULES' AS FOLLOWS:

You are required by law to move more than 50 metres away from our premises.

You cannot return to our venue for at least 24 hours.

You are not permitted to re-enter the vicinity (50m) within 6 hours.

If you fail to comply you commit an offence and Police may take action.

All staff have the right to refuse service or entry to any patron who displays signs of intoxication, or any person who creates discomfort for other patrons.

There are substantial fines associated with serving liquor to minors, intoxicated patrons and patrons behaving in an indecent, violent or quarrelsome manner. For information on these fines, staff should refer to fact sheets contained on L&GNSW's website (www.liquorandgaming.justice.nsw.gov.au).

9.2 Recognising an Intoxicated Person

- (a) The definition of "intoxicated" as described in Section 5 of the Liquor Act 2007 is that a person is intoxicated if;
 - (1) the person's speech, balance, co-ordination or behaviour is noticeable affected, and
 - (2) 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.
- (b) Behavioural signs to look out for are attached in the Intoxication guidelines at Schedule 2.
- (c) If a person displays a combination of these signs, and they are caused by the consumption of alcohol, it is safe to assume that the person is intoxicated and therefore must be refused service.



9.3 The Role of Staff in Refusal of Service

(a) Security

- (1) Security must screen patrons who appear to be showing signs of intoxication or behaving in a disorderly manner. By thoroughly screening patrons at the front door, security can reduce the risk of trouble inside the premises. Any patron who displays signs of intoxication should be stopped at the front door. Security should then take the time to assess whether the patron is intoxicated.
- (2) Security must also closely monitor patron behaviour within the venue. Whilst it is easy to identify intoxicated persons who are being disorderly, equal attention must be paid to the "quiet drunk".
- (3) Communication is essential between security, bar and wait staff and management. Security staff when available must assist bar and wait staff in the refusal of service for whatever reason.
- (4) Where possible, security should notify other licensed venues of troublesome persons that have been ejected or refused entry and appear likely to move on to another venue.

(b) Bar/Wait Staff

- (1) Staff should be responsible in the service of alcohol. For example, a "pacer" (glass of non-alcoholic drink) may be recommended to a person who seems to be rapidly consuming alcohol.
- (2) If staff need to refuse service to an intoxicated or disorderly patron, the following is recommended:
 - (A) Use non-aggressive body language, tact and diplomacy. Politely inform the patron you will not serve them any more alcohol. If possible, avoid speaking to the patron in front of others.
 - (B) Don't be persuaded to give them "one last drink" after you have stated they have had enough.
 - (C) Repeat firmly, that by law they cannot be served another drink.
 - (D) Inform the patron they must leave the premises.
 - (E) Don't call your patron a "drunk" but warn them politely that their behaviour is unacceptable.



- (F) Don't raise your voice – if they raise theirs, lower yours
 - (G) Notify the Duty Manager and/or security.
 - (H) If considered necessary, management may impose a short term ban.
 - (I) If a patron is required to be evicted, ask them to leave politely. If they are uncooperative in leaving, call for assistance from the Duty Manager, security and/or staff to remove the patron.
- (3) If a patron is asked to leave the premises, there should be two staff members involved or police can be called to assist. If requested we will arrange a taxi for any person who has been asked to leave the premises.
- (c) Management
- (1) Management has the important role of supporting staff in their decision to refuse service. Management may be called on to assist staff in the removal of intoxicated or disorderly patrons, and should justify why the patron has been refused further service.
 - (2) Management must ensure that a person who has been refused service, is then informed they must leave the premises. If they don't leave the premises, Police must be called.





10. Community

10.1 Security – Nightly Closing Procedures

On Thursday, Friday and Saturday nights when trading past midnight to 3:00 am (and on any *special approved trading past midnight to 3am)

- a) At least two (2) security guards will remain outside the venue at the time of closing until the last patron has left the immediate vicinity to ensure patrons move away from the vicinity of the premises as quickly and quietly as possible - when entertainment is on (Thursday, Friday and Saturday including any *special approved days for trading past midnight).

On other nights (Sunday to Wednesday) when trading till midnight

- b) At least one (1) security guard will remain outside the venue until the last patron has left the immediate vicinity after closing to ensure patrons move away from the vicinity of the premises as quickly and quietly as possible - (when there is no entertainment & not including any *special approved days for trading past midnight)

10.2 Amenity of neighbourhood

- a) At all times the licensee of the hotel shall consider the amenity of its neighbours and hotel guests and shall take all reasonable measures to ensure that impacts adverse to the surrounding area do not occur.
- b) Management will take all reasonable measures to ensure that the behaviour of patrons and staff when leaving the premises after midnight does not detrimentally affect the amenity of the neighbourhood by the use of professionally trained personnel at the exit point and externally.

10.3 Complaints

Any complaints received will be kept in a complaints log and followed up by management and made available on demand to police and/or Council. The complaints register form part of the applicant's submission to Council for any extension request after the 24 month trial.

Complaints can be made via email which is located on the website.

A 24 hour phone message paging service has been activated and provides instant messaging to the key personnel. The key personnel include: The licensee, hotel operator/director. Messages will be responded to as soon as possible with respect to the nature of the call.

The phone numbers of appropriate contacts will be prominently displayed in the staff area of the hotel, eg: the Police, security company, fire brigade, ambulance service and the like.

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10.4 Deliveries and Waste Removal

The premises have its own garbage room that can accessed internally or externally along Phillip Street.

Garbage and trade waste being stored within the site boundaries and contained in such a manner so as not to cause nuisance and being disposed of in an approved manner. All liquid wastes, other than stormwater being discharged to the sewer in accordance with the requirements of the Sydney Water Corporation, In this regard satisfactory arrangements for the disposal of trade wastes should be made with the Water Corporation. This ensures the proper disposal of garbage and trade waste.

During the weeknights any waste is placed in the garbage room via the internal entrance.

Staff members monitor the permitter of the premises to ensure it is kept clean and are responsible at all times to ensure that regular litter patrols are carried out on a daily basis to Council's satisfaction in the vicinity of the premises to collect, dispose of, in an approved manner, any litter dropped by patrons of the facility. This will protect the amenity of the surrounding area.

The licensee shall use his or her best endeavours to ensure that deliveries to the hotel are made between 7:00am and 6:00pm.

The removal of wastes and recyclable materials shall be made by Council or a recognised contractor between 7:00am and 6:00pm.

10.5 Doors and Windows

All doors and windows apart from the entrance doors are to be kept closed at all times when amplified music is being played within the hotel.



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Appendix A – Hotel Layout



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Schedule 1- Liquor Licence Document

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Schedule 2 - Intoxication Guidelines

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Schedule 3 - Prevention of Intoxication

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Schedule 4 - Liquor Promotion Guidelines

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Attachment C – Approved Plan of Management



HOTEL PLAN OF MANAGEMENT

PETERSHAM INN

386 Parramatta Road, Petersham

Hotel Liquor Licence No. LIQH400104685

Dated 03 September 2019

Petersham Inn



INNER WEST SYDNEY'S PREMIER SPORTS BAR

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Table of Contents

1.	The Licence	3
2.	Premises Operations	4
	2.1 Hours of Operation	4
	2.2 Maximum occupancy	4
	2.3 Live Entertainment	4
	2.4 No Dance Parties	4
	2.5 Restrictions on operation after midnight (based on 1:30 am hours of operation)	4
	2.6 Noise Mitigation	5
	2.7 Security	6
	2.8 The Incident Register	7
	2.9 Closed Circuit Television Equipment (CCTV)	8
	2.10 Transport	8
3.	Our Objective	8
4.	Responsible Service of Alcohol at the Premises	10
	4.1 Responsible Service of Alcohol	10
	4.2 Drink Promotions	11
	4.3 Drinking Practices	11
5.	Liquor Accords	13
6.	Provision of food at the premises	14
7.	Staff Training	15
8.	Dealing with minors on premises	16
9.	Dealing with intoxicated, indecent, violent or quarrelsome patrons	17
	9.1 Intervention	17
	9.2 Recognising an Intoxicated Person	18
	9.3 The Role of Staff in Refusal of Service	19
10.	Community	21
	10.1 Security – Nightly Closing Procedures	21
	10.2 Amenity of neighbourhood	21
	10.3 Complaints	21
	10.4 Deliveries and Waste Removal	22
	10.5 Doors and Windows	22
	Schedule 1 - Liquor Licence Document	24
	Schedule 2 - Intoxication Guidelines	25
	Schedule 3 - Prevention of Intoxication	26
	Schedule 4 - Liquor Promotion Guidelines	27





1. The Licence

- (a) The Petersham Inn will operate under the authority of Full Hotel Licence No. LIQH400104685
- (b) Details of the License requirements are as follows:
 - (1) Principal Activity:
 The sale of liquor for consumption on the licensed premises, or take-away off the premises.
 - (2) Maximum Licensed Trading Hours:
 - (A) Monday to Saturday - 10:00am to 3:00am
 - (B) Sunday - 10:00am to 10:00pm
- (c) All take away alcohol sales will cease at 11 pm daily except Sunday will be 10pm
- (d) *Licence document* - The Petersham Inn Liquor Licence Document folder contains all details of licensed trading hours and conditions. The Licence Document folder will be kept on the premises at all times.
- (e) A copy of the Licence Document is contained in Schedule 1.



2. Premises Operations

2.1 Hours of Operation

- (a) The Petersham Inn has the following opening hours:
- 10am – 12am (midnight), Monday – Wednesday
 - 10am – 1:30am, Thursday – Saturday
 - 10am – 10pm, Sunday

2.2 Maximum occupancy

- (a) The maximum occupancy of the Petersham Inn is 231 patrons broken down as (as per Appendix A):
- Public Bar – 106 patrons
 - Club – 67 patrons
 - TAB area – 35 patrons
 - Gaming area – 23 patrons.

2.3 Live Entertainment

- (a) Live entertainment is provided within the Hotel (identified in appendix A – Club) until 12am (midnight).
- (b) No live public entertainment is permitted to continue past midnight under any circumstance.

2.4 No Dance Parties

The Hotel is prohibited from holding dance parties and raves.

2.5 Restrictions on operation after midnight (based on 1:30 am hours of operation)

- (a) No new patrons are to be admitted to the premises after 12:30am.
- (b) All sale and supply of liquor to cease 30 minutes before close.
- (c) All live entertainment to cease at midnight.



2.6 Noise Mitigation

- (a) All amplification equipment is centrally controlled and is not accessible to the public. Only the Manager and Acoustic Consultant are to have access to the system settings.
- (b) The Club and Bar (as depicted in appendix A) operate to different noise limits. This can be appropriately managed through the Hotel's BLU 100 model BSS DSP (Digital Signal Processor) series. The noise limiter must be programmed to correspond with the noise limits stipulated in this Plan of Management and must automatically reduce noise output at 12am (midnight).
- (c) It is the responsibility of the manager on duty to ensure that all amplification equipment is functioning correctly and to ensure that noise levels are adhered to.
- (d) All staff involved in the provision of entertainment must adhere strictly to the directives of the duty manager with respect to sound equipment.
- (e) From after 12am (midnight), the entry and exit of patrons and staff is to occur through the main doors to Parramatta Road.
- (f) The LA10 noise level emitted from music and patrons on the licensed premises shall not exceed the background (L90) noise level in any octave band centre frequency (31.5 Hz to 8 kHz) between the hours of 7:00am and 12:00 midnight when assessed at the nearest affected residential boundary. The background noise level shall be measured in the absence of noise emitted from the licensed premises.
- (g) The LA10 noise level emitted from music and patrons on the licensed premises shall not exceed the background (LA90) noise level in any octave band centre frequency (31.5Hz to 8kHz) between the hours 12:00 midnight and 7:00am when assessed at the nearest affected residential boundary. The background noise level shall be measured in the absence of noise emitted from the licensed premises.
- (h) Notwithstanding compliance with the above clauses, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12:00 midnight and 7:00am.
- (i) The Petersham Inn is committed to maintaining these acceptable levels of noise.
- (j) The following measures are designed to assist with this:
 - (1) Doors are closed whenever amplified music is conducted – except the main entrance doors to Parramatta Road.
 - (2) Bottles are emptied into plastic bags before being placed in bins. Bins are to be wheeled to the rubbish bin area for collection as part of the closing procedure. Where bins are

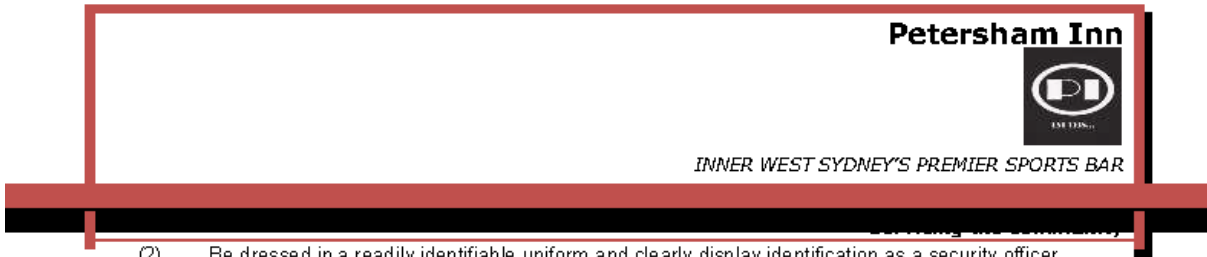


wheeled to the rubbish area after 8pm, only the internal passageway should be utilised as described in Section 12.4 of this Plan of Management.

- (3) Signs are placed in specific locations reminding our patrons to respect our neighbours when leaving the premises.
- (4) The premises is well serviced by taxis and is easily accessible to ride share drivers. Security and staff are to assist patrons to access transport and disperse from the area. Any patrons who do not wish to arrange transport from the venue should be encouraged to disperse in an orderly manor on foot.
- (5) Staff members will assist in arranging external transport when requested.
- (6) Staff and security assist in keeping the premises, and its immediate vicinity, clean and tidy during the Hotel's operational hours.
- (7) Cleaners are employed on a nightly basis to clean the premises. As part of these duties they are expected to pick up and clear any litter in the immediate vicinity of the premises.
- (8) Signs will be located within the hotel adjacent to egress points advising patrons of the nearby residences and seeking quiet and orderly ingress and egress from the premises. Staff and security are to take action to quieten leaving guests as required.

2.7 Security

- (a) The security personnel engaged by the Hotel shall hold a relevant Security Licence, and have completed suitable courses and received suitable certificates to enable them to maintain appropriate behaviour on the premises.
- (b) On Thursday, Friday and Saturday nights from 7:00pm, two (2) security guards will be deployed at the Hotel. One security person will be deployed to the entrance to the Hotel. The second security will be deployed to roam the Hotel and the immediate vicinity of the Hotel.
- (c) The Licensee shall make arrangements that if required, additional security personnel can be provided at the Hotel at short notice.
- (d) The Licensee shall ensure that there are adequate numbers of security personnel and/or management present upon the Hotel to ensure alcohol is consumed properly and responsibly.
- (e) The Licensee shall require any security person on duty at the Hotel to:
 - (1) Be appropriately licensed and have successfully completed suitable Responsible Service of Alcohol courses.



- (2) Be dressed in a readily identifiable uniform and clearly display identification as a security officer. When working outside the Hotel, that uniform is to include a reflective vest.
- (3) Report to Licensee or Duty Manager to obtain a briefing on his or her duties before commencing duty at the Hotel.
- (4) Prevent any person, detected as intoxicated, from entering the premises and bring to the notice of the Licensee or Duty Manager any person observed in the premises who might be displaying signs of approaching intoxication
- (5) Prevent patrons leaving the Hotel with open drinking containers.
- (6) Record the details of incidents reported in an 'Incident Book' kept at the Hotel as soon as practicable.
- (7) Co-operate with the Police, Liquor & Gaming, Council, or any other private security personnel operating in the area near the Hotel.
- (8) Monitor the behaviours of patrons in the vicinity of the Hotel and encourage them to leave its vicinity in a quiet and orderly fashion.
- (9) Collect any rubbish in the Hotel's security patrol area that may be associated with the hotel's activities.
- (10) Security Guards will conduct themselves in a professional and proactive manner and ensure the hotel trades within the boundaries of its Liquor Licence, and that the quiet and good order of patrons and hotel guests is maintained both internally and in the immediate vicinity of the Hotel.
- (11) The definition of 'vicinity' of a licensed premises taken from the Liquor Act means any place less than 50 metres from any point from the boundary of the premises.

2.8 The Incident Register

- (a)(12) The Licensee must ensure an Incident Register of a type approved by Liquor & Gaming NSW is maintained where written details of incidents that occur at the premises must be recorded and signed by all staff involved in the incident. An incident register will be required to be completed on all incidents which necessitate action by an emergency service, Fire brigade, Police and maintenance called in after hours. As well, a director of the owner of hotel is required to be informed.
- (b) The incident report should contain:
 - The date & time of the incident
 - The details of the incident.

The action taken, including the name and appointment of the person or persons notified of the incident, the time notified, the instruction given to the Security personnel and the time the



instructions were carried out.

The Hotel Incident Register is located in the office.

2.9 Closed Circuit Television Equipment (CCTV)

- (a) Sufficient security cameras will be located to as far as practicable provide coverage to entrances / exits and all parts of the premises to which the public have access (excluding toilet areas).
- (b) The cameras and associated equipment have been selected to ensure that the quality of images recorded is of an acceptable standard and shall automatically record date and time of exposure.
- (c) The equipment shall be maintained in working condition with any repairs or maintenance required being carried out as quickly as is reasonably possible.
- (d) Video surveillance must either commence recording 1 hour prior to opening and operate continuously until at least 1 hour after closure, or be of a type that is movement activated.
- (e) The CCTV recording equipment must be stored in a secure place by management to ensure the integrity of the recordings. The recording be retained for a minimum of 28 days and supplied to the police as required for criminal investigation.
- (f) Assist with the recording of footage to be made available to the Police or L&GNSW on receipt of a formal "notice to produce" (written request), provided the Hotel is permitted sufficient time to make a copy of the requested CCTV footage.

2.10 Transport

Where possible staff and management will assist patrons with transport enquiries including contacting taxis and limousines when requested.

3. Our Objective

- (a) The Petersham Inn aim is to provide a Full Hotel which includes bar, restaurant plus recreational entertainment at a venue that will provide an enjoyable & safe atmosphere for patrons, staff and management.





- (b) Patrons can expect outstanding customer service with all areas adequately staffed and safety being maintained at all times.
- (c) All patrons of our venue will be served in a friendly, responsible and professional manner.
- (d) Staff will assist patrons in their decision to drink in moderation and where appropriate arrange transport home.
- (e) Staff meetings and training sessions are conducted on a regular basis, which also allows staff to discuss any concerns and to share information.
- (f) Management, security and owner guarantee their full support for any staff member who has to refuse service.
- (g) The purpose of this Hotel Plan of Management is to establish performance criteria for various aspects of the operations of the Hotel having regard to the relevant matters under the Liquor Act and Regulations, Gaming Act and Regulations, and the Environmental Planning and Assessment Act.
- (h) The Hotel Licensee and all management will make themselves familiar with, and at all times comply with, the conditions as listed on the Petersham Inn Hotel Liquor Licence No. LIQH400104685.
- (i) The Hotel shall be operated in accordance with the requirements of any Marrickville Council Development Consent or Approval granted under the Environmental Planning and Assessment Act 1979.
- (j) Any issues raised by the Marrickville 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.
- (k) Any issues raised by nearby residents affected by the operation of the Hotel, shall be dealt with in a sympathetic and timely fashion, with an emphasis on maintaining the hotels ongoing support in the community. This part is to be considered in conjunction with 10.3 Complaints of this Plan.
- (l) The Licensee or Manager on duty, will ensure adequate staff are rostered to ensure the safe and compliant operation of the Hotel at all times.
- (m) The Hotel 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.
- (n) Alcohol consumption by all patrons of the Hotel shall be actively monitored by the Licensee/Management/Staff of the premises.



4. Responsible Service of Alcohol at the Premises

4.1 Responsible Service of Alcohol

- (a) The Petersham Inn acknowledges that our business operates within a broader community and that community is not obliged to tolerate inconvenience or disturbance as a result of the way our business is conducted.
- (b) The Responsible Service of Alcohol is important to our premises for legal, health and social reasons. We must ensure patrons do not become intoxicated and present a problem for management, staff and the community, or a safety risk to themselves &/or others. This also means liquor cannot be sold or supplied to intoxicated or disorderly persons, or to anyone who is under the age of 18.
- (c) The Hotel shall adopt and promote the New South Wales Liquor Industry Intoxication, Prevention of Intoxication and Responsible Promotion of Alcohol Products Guidelines.
- (d) All hotel management, staff and any contracted security 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.
- (e) Strategies that The Petersham Inn will undertake to ensure the Responsible Service of Alcohol are:
 - (1) Development and availability of this Plan of Management to all employees
 - (2) Provide a range of low alcohol and non-alcoholic beverages at a generally cheaper price than full strength liquor and promote the availability of same.
 - (3) Provide a safe environment for staff and patrons.
 - (4) Prohibit competitions where part of the contest involves the consumption of liquor.
 - (5) Provide access to a telephone to allow contact with taxis and emergency services.
 - (6) Display signs that discourage excessive drinking such as the "No more it's the law" at key locations in the premises.
 - (7) Display any signs issued by Liquor & Gaming NSW ("L & G") explaining reasons for staff's actions at key locations in the premises.
 - (8) Conduct both formal and informal staff training with respect to responsible hospitality practices and make record of such training.



- (9) Refuse service to patrons showing signs of intoxication and disorderly persons and give staff autonomous authority with respect to refusal.
- (10) Assist patrons in their departure from the premises and call taxis if required.
- (11) Make water freely available to patrons at any time.
- (12) Prohibit liquor promotions that may encourage excessive consumption of liquor.
- (13) The Licensee or Manger on duty will ensure regular patrols of the Hotel are conducted to identify and address any issues relating to intoxication, anti-social or violent behaviour, and patron safety, either by staff or contracted security.
- (14) The Licensee will endeavour that early intervention occurs on behalf of staff when a patron is showing signs of approaching intoxication at all times the premises is open and alcohol is sold or supplied.

4.2 Drink Promotions

- (a) All drink promotions will be conducted as per the 'Liquor Promotions Guidelines' issued by Liquor & Gaming NSW.
- (b) The external advertising of free drinks, multiple drinks and/or drink discounting that could result in excessive drinking is prohibited.
- (c) The prohibition on advertising does not apply inside of the premises, except where the advertising inside the premises is audible or visible outside. If staff or security notices that any such advertising is visible or audible from outside, the Duty Manager must be immediately advised.
- (d) Drinking promotions such as happy hours and two for one offers are not banned, provided they are conducted responsibly and do not lead to rapid or excessive consumption of alcohol.
- (e) In order to ensure compliance with these requirements, all decisions regarding advertising and promotions will be made at management level. It is the policy of management that all venue advertising will be carried out responsibly and with due regard for the proper, controlled and moderate use of alcohol.

4.3 Drinking Practices

- (a) The licensee will ensure that the following drinking practices are not conducted on the licensed premises:
 - (1) Any competition or game in which contestants or players consume liquor on the premises; or



- (2) Any activity that may encourage the rapid or excessive consumption of liquor or promote intoxication.
- (b) On any day the hotel is open and trading as per the 'Prevention of Intoxication Guidelines', the following drinks shall not be sold or supplied after midnight:
 - (1) Any drink (commonly referred to as a 'shot', a 'shooter' or a 'bomb') that is designed to be consumed rapidly.
 - (2) 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.





5. Liquor Accords

- (a) The Petersham Inn believes individual licensees need to work co-operatively with each other to develop approaches that benefit both the industry as a whole and the broader community.
- (b) The Petersham Inn is a supporter of liquor accords between licensees as they promote the responsible service of alcohol, encourage improvements in safety and security and involve improved communication and co-operation between licensees and the community.
- (c) The Petersham Inn will be a member of the Marrickville Liquor Accord and regularly attend its meetings.





6. Provision of food at the premises

The Hotel food model is an important and integral part of the business plan. The Hotel will have a full a la carte or menu available daily from 12pm – 3pm and 6pm – 10pm with a reduced snack menu available from 10pm until close and on Sundays the times will be 12pm – 3pm and 6pm – 9pm with a reduced snack menu available from 9pm until close.





7. Staff Training

- (a) The management of The Petersham Inn acknowledge that the Liquor Act 2007 and Prevention of Intoxication Guidelines requires all hotel management, bar staff and security 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.
- (b) All relevant staff must hold a current RSA qualification before they begin work with the hotel. All staff must have their RSA Competency Card, Certificate or electronic version available when working.
- (c) The principles of the RSA training course are reinforced by management at staff meetings and in-house training sessions which will generally be conducted on a regular basis. These include a review and update of RSA practices and in-house policies.
- (d) Induction training is also provided to new staff.
- (e) Staff meetings include an opportunity for situational analysis of how to refuse service.
- (f) All relevant staff need to have read and signed all policies, procedures and house rules prior to the commencement of their employment, in particular this Hotel Plan of Management.





8. Dealing with minors on premises

- (a) The following forms of identification (ID) can be accepted as evidence of age by licensed venues in NSW:
 - (1) A driver's or rider's licence or permit (issued by an Australian State or Territory or any foreign country).
 - (2) Australian passport or a foreign passport issued by another country.
 - (3) NSW photo card (issued by Roads and Maritime Services NSW).
 - (4) 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.
 - (5) Keypass (over-18) identity card issued by Australia Post.
- (b) If a person is suspected to be a minor, staff will check for ID at the bar and throughout the premises if necessary. If the suspected person has no ID, it is safe to assume they are underage and staff should refuse service of alcohol.
- (c) However, bar and wait staff must also request ID if they suspect a person is a minor.
- (d) If a patron is suspected to be a minor, they must leave the premises. If the patron is uncooperative, notify security and management to handle the situation.
- (e) If a person uses a tampered or false ID, Police should be contacted and the person asked to remain until Police arrival.





9. Dealing with intoxicated, indecent, violent or quarrelsome patrons

9.1 Intervention

- (a) The Hotel 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 and immediate vicinity. They must be informed of the 'fail to quit' rules. If a patron does not leave the premises and vicinity on request, Police will be called. Guidelines to assist with the identification of intoxicated persons are attached at Schedule 2.
- (b) In the event a patron of the hotel is identified as showing signs of intoxication, all staff are required to intervene, and the following '**Relevant Steps**' are to be taken as follows;
 - (1) Refuse Service of Alcohol.
 - (2) Direct the patron to leave the premises and the immediate vicinity.
 - (3) If the patron does not leave the premises on request, contact Police and inform them of the situation.
 - (4) Record these actions in the Hotel Incident Book as they occur or as soon as practicable thereafter.

Regarding patrons showing signs of intoxication, all staff including any contracted Security Guards are to abide by the following procedures at all times:

Intoxicated Person Attempting to Gain Entry

- Staff: Inform Manager / Security
- Manager: Refuse Entry - Ask to Leave - On Failure Call Police
- Security: Refuse Entry - Ask to Leave - Fail to Leave - Call Police

Refusal of Service To Intoxicated Patron

- Staff: Refuse & Inform Manager / Security
- Manager: Ask to Leave - Offer Transport
- Security: Ask to Leave - Offer Transport



Removal on Fail To Quit

Manager: Notify Security / Call Police

Security: Inside - Physically Remove (if safe to do so) or Call Police

IMPORTANT NOTE:

ANY PERSON THAT IS ASKED TO LEAVE, OR IS REFUSED ENTRY TO THE PREMISES, MUST BE INFORMED OF THE 'FAIL TO QUIT RULES' AS FOLLOWS:

You are required by law to move more than 50 metres away from our premises.

You cannot return to our venue for at least 24 hours.

You are not permitted to re-enter the vicinity (50m) within 6 hours.

If you fail to comply you commit an offence and Police may take action.

All staff have the right to refuse service or entry to any patron who displays signs of intoxication, or any person who creates discomfort for other patrons.

There are substantial fines associated with serving liquor to minors, intoxicated patrons and patrons behaving in an indecent, violent or quarrelsome manner. For information on these fines, staff should refer to fact sheets contained on L&GNSW's website (www.liquorandgaming.justice.nsw.gov.au).

9.2 Recognising an Intoxicated Person

- (a) The definition of "intoxicated" as described in Section 5 of the Liquor Act 2007 is that a person is intoxicated if,
 - (1) the person's speech, balance, co-ordination or behaviour is noticeable affected, and
 - (2) 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.
- (b) Behavioural signs to look out for are attached in the Intoxication guidelines at Schedule 2.
- (c) If a person displays a combination of these signs, and they are caused by the consumption of alcohol, it is safe to assume that the person is intoxicated and therefore must be refused service.





9.3 The Role of Staff in Refusal of Service

(a) Security

- (1) Security must screen patrons who appear to be showing signs of intoxication or behaving in a disorderly manner. By thoroughly screening patrons at the front door, security can reduce the risk of trouble inside the premises. Any patron who displays signs of intoxication should be stopped at the front door. Security should then take the time to assess whether the patron is intoxicated.
- (2) Security must also closely monitor patron behaviour within the venue. Whilst it is easy to identify intoxicated persons who are being disorderly, equal attention must be paid to the "quiet drunk".
- (3) Communication is essential between security, bar and wait staff and management. Security staff when available must assist bar and wait staff in the refusal of service for whatever reason.
- (4) Where possible, security should notify other licensed venues of troublesome persons that have been ejected or refused entry and appear likely to move on to another venue.

(b) Bar/Wait Staff

- (1) Staff should be responsible in the service of alcohol. For example, a "pacer" (glass of non-alcoholic drink) may be recommended to a person who seems to be rapidly consuming alcohol.
- (2) If staff need to refuse service to an intoxicated or disorderly patron, the following is recommended:
 - (A) Use non-aggressive body language, tact and diplomacy. Politely inform the patron you will not serve them any more alcohol. If possible, avoid speaking to the patron in front of others.
 - (B) Don't be persuaded to give them "one last drink" after you have stated they have had enough.
 - (C) Repeat firmly, that by law they cannot be served another drink.
 - (D) Inform the patron they must leave the premises.
 - (E) Don't call your patron a "drunk" but warn them politely that their behaviour is unacceptable.



- (F) Don't raise your voice – if they raise theirs, lower yours
 - (G) Notify the Duty Manager and/or security.
 - (H) If considered necessary, management may impose a short term ban.
 - (I) If a patron is required to be evicted, ask them to leave politely. If they are uncooperative in leaving, call for assistance from the Duty Manager, security and/or staff to remove the patron.
- (3) If a patron is asked to leave the premises, there should be two staff members involved or police can be called to assist. If requested we will arrange a taxi for any person who has been asked to leave the premises.
- (c) Management
- (1) Management has the important role of supporting staff in their decision to refuse service. Management may be called on to assist staff in the removal of intoxicated or disorderly patrons, and should justify why the patron has been refused further service.
 - (2) Management must ensure that a person who has been refused service, is then informed they must leave the premises. If they don't leave the premises, Police must be called.





10. Community

10.1 Security – Nightly Closing Procedures

On Thursday, Friday and Saturday nights when trading past midnight to 1:30 am (and on any *special approved trading past midnight to 1:30am)

- a) At least two (2) security guards will remain outside the venue at the time of closing until the last patron has left the immediate vicinity to ensure patrons move away from the vicinity of the premises as quickly and quietly as possible - when entertainment is on (Thursday, Friday and Saturday including any *special approved days for trading past midnight).

On other nights (Sunday to Wednesday) when trading till midnight

- b) At least one (1) security guard will remain outside the venue until the last patron has left the immediate vicinity after closing to ensure patrons move away from the vicinity of the premises as quickly and quietly as possible - (when there is no entertainment & not including any *special approved days for trading past midnight)

10.2 Amenity of neighbourhood

- a) At all times the licensee of the hotel shall consider the amenity of its neighbours and hotel guests and shall take all reasonable measures to ensure that impacts adverse to the surrounding area do not occur.
- b) Management will take all reasonable measures to ensure that the behaviour of patrons and staff when leaving the premises after midnight does not detrimentally affect the amenity of the neighbourhood by the use of professionally trained personnel at the exit point and externally.

10.3 Complaints

Any complaints received will be kept in a complaints log and followed up by management and made available on demand to police and/or Council. The complaints register form part of the applicant's submission to Council for any extension request after the 12 month trial.

Complaints can be made via email which is located on the website.

A 24 hour phone message paging service mobile phone number that is staffed 24 hours a day. The key personnel include: The licensee, hotel operator/director. Messages will be responded to immediately during night hours with respect to the nature of the call.

The phone numbers of appropriate contacts will be prominently displayed in the staff area of the hotel, eg: the Police, security company, fire brigade, ambulance service and the like.



10.4 Deliveries and Waste Removal

The premises have its own garbage room that can accessed internally or externally along Phillip Street.

Garbage and trade waste being stored within the site boundaries and contained in such a manner so as not to cause nuisance and being disposed of in an approved manner. All liquid wastes, other than stormwater being discharged to the sewer in accordance with the requirements of the Sydney Water Corporation, In this regard satisfactory arrangements for the disposal of trade wastes should be made with the Water Corporation. This ensures the proper disposal of garbage and trade waste.

During the weeknights any waste is placed in the garbage room via the internal entrance.

Staff members monitor the permitter of the premises to ensure it is kept clean and are responsible at all times to ensure that regular litter patrols are carried out on a daily basis to Council's satisfaction in the vicinity of the premises to collect, dispose of, in an approved manner, any litter dropped by patrons of the facility. This will protect the amenity of the surrounding area.

The licensee shall use his or her best endeavours to ensure that deliveries to the hotel are made between 7:00am and 6:00pm.

The removal of wastes and recyclable materials shall be made by Council or a recognised contractor between 7:00am and 6:00pm.

10.5 Doors and Windows

All doors and windows apart from the entrance doors are to be kept closed at all times when amplified music is being played within the hotel.



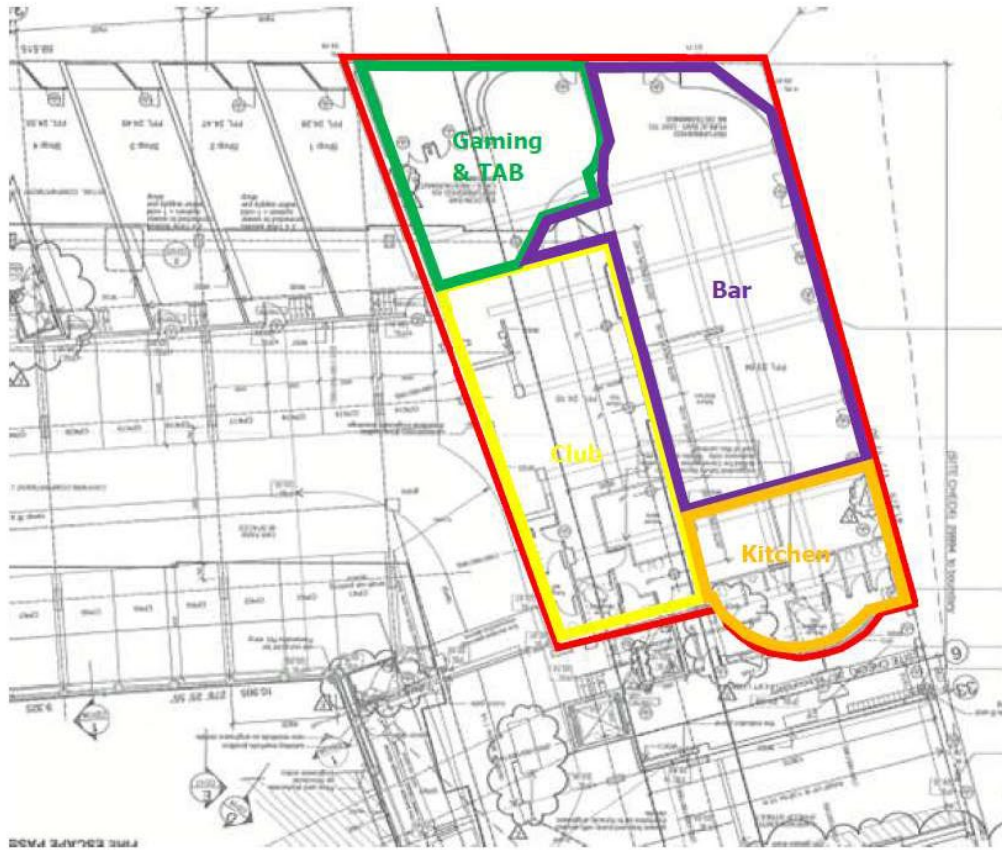
Petersham Inn



INNER WEST SYDNEY'S PREMIER SPORTS BAR

Servicing the community

Appendix A – Hotel Layout





Schedule 1- Liquor Licence Document





Schedule 2 - Intoxication Guidelines





Schedule 3 - Prevention of Intoxication





Schedule 4 - Liquor Promotion Guidelines

