

Brady Lonsdale Pty Ltd

Trading as

Voco Melbourne Central

374-380 Lonsdale Street

Melbourne 3000

Alcohol Management Plan

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Voco Melbourne Central

Alcohol Management Plan

1 Introduction

- 1.1 The purpose of this plan is the management of alcohol service and consumption at Voco Melbourne Central Hotel in conjunction with a General Liquor Licence to cover the Basement Lobby, on the 5th and 6th floor function conference area and the 7th floor Bar and Restaurant. Secondly there is a Renewable Limited Liquor licence to cover the residential floors 9 through to 26th floor for the sale and consumption to the hotel's residential guests by way of mini bars or room service.
- 1.2 The objective of the plan is to provide a safe and secure environment for the hotel's patrons whilst ensuring that liquor that is supplied and consumed across the licensed premises is done so in a lawful and responsible manner.
- 1.3 The management of alcohol related issues at the hotel is dependent on strict implementation of this plan. Key tasks include management and alcohol service staff ensuring responsible service and consumption of alcohol, it is also the responsibility of all staff at the hotel to ensure that alcohol use is monitored and managed. It also a key role of all staff to ensure that minors are not provided with alcohol whilst on the premises and to ensure that when patrons are present that they conform to the management's policies and adherence to this plan.

2 Commitment of Management and Staff

- 2.1 The plan encapsulates management policies in relation to Responsible Service of Alcohol, Security and Emergency Management as well as policies designed to minimise amenity issues in and around the hotel.
- 2.2 The plan also addresses the requirements of the Victorian Commission for Gambling and Liquor Regulation (Commission), local Police and the Melbourne City Council.

3 Objectives

- 3.1 The primary objectives of this plan are to:
 - Detail standard operating procedures relating to the sale and consumption of alcohol within the hotel.

- Ensure that liquor that is supplied and consumed on the licensed premises is done so in a lawful and responsible manner.
- Minimise security and safety risks in and around the hotel.
- Ensure compliance with the conditions of the liquor licence.
- Ensure that minors are not provided with liquor under any circumstances.
- Ensure the cleanliness of the premises and its immediate surroundings.
- Ensure the amenity of the area so as not to adversely impact on the hotel's neighbours.

4 Alcohol Management Plan

4.1 The Alcohol Management Plan will cover the following parts:

- Management responsibilities.
- Responsible Service of Alcohol policies
- Management of minors on the premises
- Amenity Issues
- General Matters including Emergency Management

4.2 Management will hold regular meetings that will include constant reviews and reinforcement of the plan.

5 Management Responsibilities

5.1 Management has the responsibility to:

- Ensure the liquor licence and red line plan are prominently displayed
- That all serving staff are appropriately RSA qualified.
- That alcohol only be dispensed in a responsible manner.
- That the amenity of the area is not unduly affected by the service of alcohol.
- Ensure that all staff receive training in relation to the hotels Alcohol Management Plan.

6 The Liquor Licence's (To be approved by the VCGLR).

TYPE OF LICENCE (1)

This licence is a General on-premises license and authorises the licensee to supply liquor on the licensed premises for consumption on the licensed premises during the trading hours specified below.

AMENITY

The licensee shall not cause or permit undue detriment to the amenity of the area to arise out of or in connection with the use of the premises to which the licence relates during or immediately after the trading hours authorised under this licence. The licensee shall ensure that the level of noise emitted from the licensed premises shall not exceed the permissible noise levels for entertainment noise as specified in the *State Environment Protection Policy (Control of Music Noise from Public Premises) No.N-2*.

MAXIMUM CAPACITIES

1326 Patrons

TRADING HOURS

Good Friday & ANZAC Day Between 12 noon and 1 a.m. the following morning.

On any other day Between 7 a.m. and 1 a.m. the following morning

TYPE OF LICENCE (2)

This licence is a Renewable Limited Liquor Licence and authorises the licensee to supply liquor in the residential parts of the hotel for consumption on the licensed premises during the trading hours specified below.

TRADING HOURS

At any time 24 hours on any day.

7 Red Line Plan

7.1 The Red Line Plans for the area must be kept in the Manager's Office and be available for inspection by Victoria Police, VCGLR Compliance Inspectors at all times.

8 Statutory Posters

8.1 The statutory posters must be placed in a prominent position within the licensed areas in a place that invites public attention.

8.2 The licensee and the hotel's nominee and managers will ensure that posters are kept up to date at all times.

9. Access and Egress to the Bar Area

- 9.1 Access and egress from the premises will be via Lonsdale Street / Timothy Lane through the Hotel Lobby utilising lifts H3/H4/H5 or the Hotel Lift via the Retail / Hotel Entry on ground floor. Patrons leaving the 7th floor area will utilise the same lifts.
- 9.2 Signage will be in place at the exit requesting that patrons leave quietly and respect the neighbours and the local amenity. (See appendix A)

10 Responsible Service of Alcohol

- 10.1 The licensee and management are committed to implement best practice in relation to the Responsible Service of Alcohol.
- 10.2 All staff and in particular alcohol service staff must take a leading role in ensuring the responsible service and consumption of alcohol.
- 10.3 When staff become aware of patrons showing signs of intoxication they are to cut service to such patron, and where appropriate notify the and the hotel's manager or duty manager.
- 10.4 If it is believed that the patron does not respond to this communication they are to be removed from the premises.
- 10.5 The management of RSA, its registers and other related matters is the responsibility of the Licensee and the Nominee.
- 10.6 Staff must be aware of their responsibilities in relation to Responsible Serving of Alcohol. Management and staff are required to be RSA qualified and must keep the qualification up to date. A refresher course must be done every three years.
- 10.7 Recent changes to the *Liquor Control Reform Act 1998* ("the Act") have considerably reduced the current defenses available to licensees in relation to a drunk or disorderly patron present on their premises.

Previously the Act required that a licensee ensure that drunken or disorderly persons were not on the licensed premises. However, if a licensee could prove they did not know that the drunk or disorderly person was on the premises and they had taken reasonable steps to avoid this, the licensee had a defense to any such charge under the Act.

Now, for a licensee to defend a charge that there was a drunk or disorderly person on the licensed premises, the licensee will need to prove that the licensee did not know the drunk or disorderly person was on the premises, and all employees, agents, directors and the nominee of the licensee **who were on the premises at the time of the alleged offence**, also did not know the drunk or disorderly person was on the premises and that either the licensee or its employees, agents, directors or the nominee

had taken reasonable steps to ensure that the drunk or disorderly person was not on the licensed premises.

These amendments have effectively increased the number of people who must take reasonable steps to prevent an offence occurring; and more importantly, must not have been aware of the drunk or disorderly person being on the premises.

As a result, they place a heavier burden on licensees and their employees to ensure that a drunk or disorderly person is not on the licensed premises, and once detected, to remove that person immediately.

The maximum penalty in relation to the offence is 120 penalty units (currently a fine of \$19,826.40).

The amendment will force licensees to exercise stricter control over the management of their premises. Licensees must make sure all employees are aware of the changes to the Act, are adequately trained in the responsible service of alcohol and continually monitor and identify a drunk or disorderly person and remove such a person from the licensed premises.

- 10.8 It is not an offence to have an intoxicated patron on the premises the offence is to serve an intoxicated person.
- 10.9 Staff need to be very clear on the difference between a drunk person and an intoxicated person. The RSA training details what an intoxicated person is but there is no definition of a drunk person. The general rule is that a drunk person cannot perform the act that he or she needs or wants to undertake. In other words, they can't stand up, they can't talk, they can't use a mobile phone. Anything less than that should be seen as intoxicated.
- 10.10 The monthly staff meetings and in-house training courses will assist to keep management and employees up to date with the latest initiatives and policies relating to RSA.
- 10.11 Any deviation from best practice can result in fines that may be against the licence holder, or the bar staff.
- 10.12 Management and staff are strongly advised to check on the Commission for Gaming and Liquor Regulations website under the heading Liquor which is at the top of the header page. In this area are news bulletins and other areas of interest. Best practice requires that owners, management and staff are kept up to date with this site.
- 10.13 It is the licensee's policy that all staff involved in the service of alcohol will be required to undergo Responsible Serving of Alcohol training and accreditation before they will be considered for employment.

- 10.14 All staff must ensure their RSA qualifications are up to date. Staff should where necessary undertake the online refresher course which is available free on the Justice Department website under the heading Alcohol.
- 10.15 The RSA container is to be stored in the manager's office at all times and be available for inspection on request by the relevant authorities.

11 Minors

- 11.1 The *Liquor Control Reform Act 1998* dictates that minors may be present on licensed premises under the following conditions: *Sect 120(1)(b)(i)*
- Accompanied by a "Responsible Adult" being a parent, step parent, legal guardian, grandparent or spouse being a person over the age of 18 years; or a person who is acting in place of a parent and who could reasonably be expected to exercise responsible supervision of the younger person
 - On the premises for the purposes of partaking of a meal
 - In the case of a licence under which accommodation is provided, a resident of those premises
- 11.2 Recent changes to the *Liquor Control Reform Act 1998* meant that minors were not able to have alcohol even if they are partaking of a substantial meal with parents or guardians.
- 11.3 Should a minor be identified on the premises by Police, or RAV Compliance Officers the only defence for a licensee is if they can prove they have sighted an acceptable evidence of age document indicating the person was over 18 years of age.

For this reason checking of IDs is very important and it's critical that the checking of these Id's is done under CCTV coverage. This provides proof that the check was in fact done.

- 11.4 Acceptable evidence of age documents under the *Liquor Control Reform Act 1998* are:
- Australian driver licence (including NSW & SA digital drivers licence)
 - Victorian learner permit
 - Victorian proof of age card or an equivalent from another state or territory of Australia
 - Keypass card (including digital Keypass)
 - Australian or foreign passport.

- 11.5 Reception area staff have a responsibility to ensure that unaccompanied minors are identified when they check into the hotel.
- 11.6 When a patron books accommodation at the hotel they are required to indicate if they are adults, adults with children or if they are unaccompanied minors.
- 11.7 Whilst unaccompanied minors are uncommon within the hotel group staff must be vigilant when checking guests into the hotel. If there is any doubt in relation to age the staff member must request proof of age as detailed at 10.4 above.
- 11.8 If there is any doubt the Manager or Duty Manager is to be called to make the final decision.
- 11.9 Should a minor be identified on the premises by Police, or RAV Compliance Officers the only defence for a licensee is if they can prove they have sighted an acceptable evidence of age document indicating the person was over 18 years of age.

For this reason checking of Id's is very important and its critical that the checking of these Id's is done under CCTV coverage. This provides proof that the check was in fact done.

- 11.10 This applies to all areas of the hotel not only the reception area.
- 11.11 Where an unaccompanied minor books into the hotel the mini bar is to be removed from that person's room.
- 11.12 The room service area of the hotel must check to ensure that minors do not receive alcohol as part of their stay at the hotel.
- 11.13 All staff should be vigilant and pro active in detecting minors on the premises. If there is any doubt refuse service and contact the licensee, duty manager to make further enquiries prior to service being offered to the patron.
- 11.14 Heavy penalties apply to licensees and staff who, contrary to current legislation, permit minors to:
- Consume liquor, and/or
 - Be on licensed premises, outside the areas detailed above.
- 11.15 The hotel's licensees, his delegates and in some instances staff, can be charged for allowing a minor on licensed premises or supplying liquor to a minor.

12 Noise Management

- 12.1 The licensee has a responsibility to ensure that the level of noise emitted from the licensed premises shall not exceed the permissible noise levels for entertainment noise as specified in the *State Environment Protection Policy (Control of Music from Public Premises) No. N-2*.
- 12.2 In general the hotel will feature low level background music.
- 12.3 All background music in the external areas will cease at 11pm.
- 12.4 The function/conference area may have some amplified music from time to time however this will all be at SEPN N-2 levels.
- 12.5 This area has sealed windows with no external areas and it is anticipated that noise from this area will not be a problem. The duty manager at these events will monitor noise levels to ensure there are no amenity issues.
- 12.6 The bar restaurant area will only feature low level background music. The duty manager at these events will monitor noise levels to ensure there are no amenity issues.
- 12.7 No music will be provided in the residential part of the hotel.
- 12.8 Signage at the front entrance to the premises will request that patrons leave the area quietly so as not to inconvenience neighbours. (Appendix A)
- 12.9 Any noise complaints are to be dealt with as per this plan's complaint management procedures (see part 15 below).

13 Security

- 13.1 There is no requirement under the liquor licence for the premises to have crowd controllers.

14. Staff Responsibilities when Security Not Present

- 14.1 If crowd controllers are not present at the venue the manager or duty manager and staff have the responsibility to ensure the well running of the premises.
- 14.2 These duties will include:
- Monitoring of patrons entering the licensed area.
 - Checking identification of persons to ensure no unaccompanied minors are permitted in the licensed areas.
 - Monitoring of the sobriety of patrons at all times.
 - Ensure that no anti-social behaviour takes place in the licensed area.

- 14.3 If any action needs to be taken the manager or duty manager will ensure that there is sufficient back up before dealing with patrons.
- 14.4 Ensure that public patrons utilising level 7 as a bar do not exceed 53 patrons at any one time.
- 14.5 Should any action be required the manager or duty manager will ensure an Incident Report is completed and if necessary CCTV footage to be attached to any such Incident Report.

15. Queuing

- 15.1 Queuing is not seen as an issue at the premises.
- 15.2 Should the venue reach capacity staff and the duty manager will advise potential clients to leave the premises and wait in the Hotel Lobby area on ground floor until space becomes available.
- 15.3 The Duty Manager or staff will notify front of house staff to allow patrons to move to the bar when existing patrons leave the bar area.

16 Passouts

- 16.1 Passouts will not be issued under any circumstances.

17 Cleaning

- 17.1 The hotel has a responsibility to ensure that rubbish generated by the premises and its patrons is cleaned on a regular basis.
- 17.2 The licensee or general manager will ensure that the amenity both within the bar and in the immediate area is cleaned on a regular basis
- 17.3 Staff will clean the inside of the hotel on an ongoing basis
- 17.4 Rubbish is to be placed in the internal storage area to be collected during the normal collection times.

18 Emergency Situations

- 18.1 Staff have a vital role in dealing with emergency situations. The situations may include:
- Fire
 - Injuries to patrons
 - Bomb Incidents (Unlikely).
 - Criminal Acts (Robbery)
 - Glass breakage
 - Structural damage

- 18.2 In the event of a major emergency management, staff and must be aware of the hotel's emergency management procedures in particular the location of all emergency exits and the location of safety equipment.
- 18.3 Management and staff must be able to assist with the containment of the situation as well as the evacuation of the premises.
- 18.4 Where possible, all reasonable action must be taken to identify and minimise potential hazards that may result in injury or disruption. Where a hazard is identified it must be brought to the attention of the duty manager as soon as possible and an incident report completed detailing the steps taken to remove such hazard.

19 Incident reporting

- 19.1 Incident reporting is a vital task in the management of incidents that occur in and around the hotel. In all instances where the following occur an incident report must be prepared by the duty manager or the duty manager must ensure that the task is appropriately delegated and completed:
- (i) For all injuries
 - (ii) Accidents occurring in and around the hotel
 - (iii) Any incident where Police, RAV Inspectors, Council Compliance Officers, fire brigade or ambulance attend the premises.
 - (iv) On any occasion that a non-peaceful ejection takes place.
- 19.2 A pro-forma incident report is reproduced at Appendix B
- 19.3 All incident reports must be completed as fully as possible and filed in the office for the information and attention of the licensee.
- 19.4 Incident reports are to be consecutively numbered and placed in the Incident folder/register which is in the general manager's office
- 19.5 The hotel's licensee and manager will ensure Incident Reports are discussed during internal staff meetings.

20 Complaints Register

- 20.1 A Complaints' Register will be kept in the general manager's office to record complaints made. (Appendix C)
- 20.2 Complaints received will be recorded on Incident Reports and filed in the Incident Register under the heading of Complaints.
- 20.3 All complaints will be entered in the register by the licensee or general manager as soon as possible and brought to the attention of the licensee.
- 20.4 The telephone number of the licensee or general manager must be made available to any person making a complaint.

20.5 The licensee or operation's manager will respond to any complaint as soon as possible and the results of their actions are to be recorded in the register.

20.6 Complaints are to be discussed at management meetings.

21 Police attendance

21.1 In some circumstances, it may be necessary to request Police attendance. Whether the request is for uniform or plain clothes officers is a matter for management. Police can only be contacted with the approval of management.

- Allow Police to enter the hotel under any circumstances if they are on duty. To delay or hinder entry may constitute an offence
- Avoid at all times using the term "drunk" in the colloquial sense. If a person is intoxicated or alcohol affected then describe the patron in that terminology.
- If any issue is raised by Police or Compliance Inspectors an Incident Report must be prepared and made available to the duty manager as soon as possible.

21.2 Staff are to contact the manager or duty manager before calling any services unless in an emergency situation.

Police assistance call "000"

Appendix “A” – Notice to Patrons Leaving The Hotel

NOTICE

**We respect our neighbours.
Please leave the area quietly
And respect the amenity**

Appendix B – Incident Report

Voco Melbourne Central INCIDENT REPORT

An incident report must be submitted for any incident involving physical removal resulting in injury to staff or patron, any injury to patron or staff, attendance of any of the Emergency Services, Compliance Inspectors, officers from the local council, assaults within the hotel, patron complaints regarding assisted removals, or any incident that may attract media interest or exposure. It should contain sufficient information to assist in making a formal statement at some later date if necessary.

Incident number _____

Date/time of incident _____

Summary of incident _____

Persons involved in the incident (includes security personnel names & I.D # / Police member's details, staff details etc.) _____

Injuries apparent: Yes / No
Emergency Services attended: Yes / No Police / Fire / Ambulance
Extra details of Incident Report attached: Yes / No

Submitted by: on ___ / ___ / ___

Appendix C – Amenity / Complaints Register
Voco Melbourne Central
374-380 Lonsdale Street Melbourne

AMENITY / COMPLAINTS REGISTER

Date	Time	Staff Name	Complainant	Category and issue description	Action / Solution

DOCUMENT SUMMARY

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Alcohol Management Plan	V.1	26 June 2020

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