

Seventh Grange Pty Ltd

**ADVERTISED
PLAN**

Trading as

Kicks

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450 Elizabeth Street
Melbourne

Venue Management Plan

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CONTENTS

ADVERTISED PLAN

Content

Content	Para	Page
Introduction	1	3
Commitment of Management and Staff	2	3
Objectives	3	4
Patron Management Plan	4	4
The Liquor Licence	5	4-5
Bottle Shop	6	6
Restaurant/Sports Bar	7	6
Red Line Plan	8	6
Statutory Posters	9	6
Responsible Service of Alcohol	10	6-7
Minors	11	7-8
Legal Exceptions	12	8
Security	13	9
Queuing	14	9
Patron Behaviour	15	9
Patrons Leaving Kicks	16	10
Noise Management	17	10
Cleaning/waste Management	18	10
Emergency Situations	19	10-11
Security Lighting	20	11
Incident Reporting	21	11-12
Compulsory Reporting	22	12
Complaints Register	23	12
Police Attendance	24	13
Calling Police	25	13
Community Consultation	26	13

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Kicks

ADVERTISED Venue Management Plan

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1 Introduction

- 1.1 Seventh Grange Pty Ltd trading as Kicks is located on the ground and 1st floor, 450 Elizabeth Street, Melbourne. The primary focus of the business at this time (August 2018) is a Bar with a Late Night (general) liquor licence.
- 1.2 The objective of the plan is to provide a safe and secure environment for the venue's patrons.
- 1.3 Patrons at the Restaurant /Bar must conform at all times to Kicks "Patron Code of Conduct".
- 1.4 The success and well running of the premises is dependent on strict implementation of this plan. Key tasks include bar staff ensuring that RSA principles are followed at all times.

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 venue.
- 2.2 The plan also addresses the requirements of the Director Liquor Licensing, local Police and the Melbourne City Council.
- 2.3 Management and staff must be committed to the implementation of this plan. Any deviation may result in fines and other sanctions for both the employees and the Licensee. This could result in the suspension of the liquor licence, the loss of the business, and subsequent unemployment of staff.

3 Objectives

- 3.1 The primary objectives of this plan are to:
- Detail standard operating procedures relating to sale and consumption of alcohol at Kicks.
 - Minimise security and safety risks in and around Kicks.
 - Ensure compliance with the conditions of the liquor licence.
 - Ensure the cleanliness of the outside areas of the premises.

4. Patron Management Plan

4.1 The Patron Management Plan will cover the following parts.

- Management responsibilities.
- Responsible Service of Alcohol policies
- Security Management
- Amenity Issues
- General Matters including Emergency Management
- Patron Code of Conduct.

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

5 The Liquor Licence

5.1 **Seventh Grange Pty Ltd Late Night (general) Liquor Licence No. 31950999.**

Type of Licence

This licence is a late night (general) licence and authorises the licensee to supply liquor on the licensed premises for consumption on and off 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*.

No live band using amplified music are to be provided.

If DJs utilising amplified music are provided the licensee will ensure that:

Crowd controllers licensed under the Private Security Act are to be employed at a ratio of 2 crowd controllers for the first 100 patrons and 1 crowd controller for each additional 100 patrons or part thereof. One such crowd controller is to be present on the street outside the premises to monitor the behavior of patrons arriving at or departing from the premises from 8pm or the time of opening the premises if later than 8pm until 1 hour after the sale of liquor ceases.

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A surveillance recording system able to clearly identify individuals and showing times and dates, must provide continuous images of the main entrance, bars and entertainment/dance areas from 30 minutes before the entertainment to which this condition relates commences until 30 minutes after the sale of liquor ceases. Images must be retained for 1 month and made available for viewing or removal by Victoria Police or other person authorised in writing by the Victorian Commission for Gambling and Liquor Regulation.

Maximum Capacities.

Ground Floor 365 patrons.
1st Floor, 506 patrons

Trading Hours

For Consumption Off the Licensed Premises

Sunday	Between 10am and 12 midnight
Good Friday & Anzac day	Between 12 noon and 12 midnight
On any other day	Between 7am and 12 midnight

For Consumption on the licensed premises

Sunday	Between 10am and 3am the following morning.
Good Friday and Anzac Day	Between 12 noon and 3am the following morning
Monday to Thursday	Between 7am and 3am the following morning.
Friday, Saturday and Eve Of Public Holiday	Between 7am and 5am the following morning.

6 Bottle Shop

6.1 The Packaged liquor outlet operates on the ground floor of Elizabeth Street in accordance with the General Liquor Licence.

7 Bar

7.1 The Bar operates on the 1st floor of the premises.

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8 Red Line Plans

- 8.1 The Red Line Plan for the premises must be kept in the manager's office at all times and be available for inspection by Victoria Police, VCGLR Compliance Inspectors at all times the premises is open.

9 Statutory Posters

- 9.1 The statutory posters must be placed in a prominent position within the bar as in a place that invites public attention.
- 9.2 Kick's duty manager will ensure that posters are kept up-to-date at all times.

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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 The management of Responsible Service of Alcohol Certificates and related matters is the responsibility of the Licensee's Manager.
- 10.3 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. Under new laws a refresher course must be done every three years.
- 10.4 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.
- 10.5 Any deviation from best practice can result in fines that may be against the license holders, or the staff.
- 10.6 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.
- 10.7 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.
- 10.8 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.
- 10.9 A copy of the refresher certificate must be filed in the licensee's RSA folder and the details included in the RSA Register.

11 Minors

11.1 Minors are a difficult issue in all licensed premises especially where functions are being conducted in the functions area. Staff must be vigilant in relation to the presence of minors and must challenge suspected minors at all times or bring their suspicions to the attention of the nominee or the duty manager or security.

11.2 ID checks should take place where appropriate.

11.3 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 or a crowd controller to make further enquiries prior to service being offered to the patron.

11.4 The most likely place where the issues of minors will occur is in the dining room area when minors accompany their parents and guardians to dinner. All staff must be aware of the rules relating to when minors can be on the premises and when they can drink which is very limited.

11.5 In practical terms the only time minors are permitted on the premises is when they are there to partake of a meal, that is a meal with a knife and fork not just finger food, attending a function or conference with a responsible adult or undertaking training authorised by the Director Liquor Licensing. These categories will be discussed below.

11.6 Heavy penalties apply to licensees and staff who, contrary to current legislation, permit minors to:

- Consume liquor, and/or
- Be on licensed premises.

11.7 The licensee, his delegates and in some instances staff, can be charged for allowing a minor on licensed premises or supplying liquor to a minor. There are exceptions and they are detailed below.

12 Legal exceptions

12.1 The *Liquor Control Reform Act 1998* dictates that minors may be present on licensed premises under the following conditions:

- 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
- They are a resident of these premises

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- On the premises to partake of a meal and with a parent, spouse or guardian.
- When participating in training or a work experience program relating to hospitality
- When employed on the premises otherwise than in the supply and disposal of liquor
- As permitted by the Director of Liquor Licensing.

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12.5 **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.**

12.6 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 Ids is done under CCTV coverage. This provides proof that the check was in fact done.

13 Security

13.1 It is a licence condition that crowd controllers are present if a DJ is utilising amplified music.

13.2 All security staff and crowd controllers are currently supplied by contractors and are not directly employed by Kicks.

13.3 The Contractor has the responsibility to:

- (a) Provide Crowd Controller's Registers for their staff.
- (b) Ensure their staff are appropriately qualified.
- (c) Ensure their staff sign on and off as required by the *Private Security Act 2004*.
- (d) Ensure crowd controllers are in possession of their Crowd Controller's Licence.
- (e) Ensure that Crowd Controllers have an individual number in their possession and appropriately displayed.
- (f) Radios are to be provided to all security staff.

13.4 All staff are to be licensed under the *Private Security Act 2004*. They are to carry their licence with them at all times.

13.5 ***Personnel who do not have their licence with them will not be permitted to perform duties at the venue.***

13.6 A current crowd controller's licence must be presented to the appropriate security manager prior to commencing employment.

13.7 Crowd controllers must ensure that the venue's "Patron Code of Conduct" is followed at all times.

14 Queuing

14.1 It is not anticipated that queuing will take place at Kicks.

15 Patron Behavior

15.1 Patron behaviour is detailed in the venue's "Code of Conduct". (Appendix D) Patrons that breach the "Code of Conduct" will be warned and if they do not comply will be asked to leave the premises, or in some circumstances will be ejected from the premises. This sign will be prominently displayed at the front entrance to the bar.

16 Patrons Leaving the Kicks

16.1 All patrons will leave the premises via the entrances provided.

16.2 Signage will be in place at the exits requesting that patrons leave quietly and respect the neighbours and the local amenity. (See appendix A)

17 Noise Management

17.1 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*. This is a licence condition.

17.2 There is a licence condition that prohibits live bands playing in the premises.

17.3 Management and staff will regularly check the alfresco area to ensure that noise levels do not become excessive.

18 Cleaning/Waste Management

18.1 Kicks has a responsibility to ensure that rubbish generated by the venue and its patrons is cleaned on a regular basis.

18.2 The licensee will ensure that the amenity both within the sports bar/restaurant and in the immediate area are cleaned on a regular basis

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- 18.3 Cleaners will clean the inside of the premises on an ongoing basis
- 18.4 Bottles and rubbish must only be removed from within the premises between the hours of 7am to 10 pm Monday to Saturday and 9am to 10 pm on Sunday and public holidays

19 Emergency situations

- 19.1 Staff have a vital roll dealing with emergency situations. The situations may include'

- Fire
- Injuries to patrons
- Bomb Incidents (Unlikely).
- Criminal Acts (Robbery)
- Glass breakage
- Structural damage

- 19.2 In the event of a major emergency staff and crowd controllers must be aware of the venue's emergency management procedures in particular the location of all emergency exits and the location of safety equipment.
- 19.3 Staff and crowd controllers must be able to assist with the containment of the situation as well as the evacuation of the premises.
- 19.4 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.

20 Security Lighting

- 20.1 Kicks has low level security lighting that does not impact on neighbours.

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21 Incident Reporting

21.1 Incident Reporting is a vital task in the management of incidents that occur in and around Kicks. 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 Kicks.
- (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 election takes place.

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21.2 A pro forma incident report is reproduced at Appendix B

21.3 All incident reports must be completed as fully as possible and filed in the office for the information and attention of the licensee.

21.4 Incident reports are to be placed in the Incident folder/register which is located in the Manager's Office

21.5 Where appropriate, if an incident is covered by CCTV film then the images must be put onto a CD and stored with the Incident report.

21.6 Where CCTV images are downloaded to a CD a record must be made in the CCTV Register.

21.7 The premises licensee and management will ensure Incident Reports are discussed during internal staff meetings.

21.8 Under no circumstances are Incident Reports or comments about incidents to be given to the police, RAV Inspectors, Melbourne City Council Compliance Officers or to the media without the express consent of the licensee.

21.9 The licensee's management's standard response to media questions in relation to a complaint or alleged incident is "we are investigating the allegation" or "the Police are investigating the matter and there will be no further comment at this stage". Only the licensee is authorised to release a statement.

22 Compulsory reporting

22.1 *The Private Security Act 2004*, requires that the "details" of all incidents be recorded. "Details" is not defined. It is policy of licensee to include as much detailed information as possible. Should the incident become a Work Safe investigation or even subject to civil litigation, in-depth information may be required. In the circumstances, any incident of interest must be sufficiently recorded for future reference or inquiry. In any case, where there is an incident that could result in Police involvement or civil litigation,

there should be sufficient notes recorded for future reference, together with any video footage to enable participants to refresh their memory.

22 Complaints Register

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- 22.1 A Complaints' Register will be kept in the office to record complaints made in relation to the operation of the business. (Appendix C)
- 22.2 Complaints received will be recorded on Incident Reports and filed in the Incident Register under the heading of Complaints.
- 22.3 All complaints will be entered in the register by the manager or duty manager as soon as possible and brought to the attention of licensee.
- 22.4 The telephone number of the manager or duty manager must be made available to any person making a complaint.
- 22.5 The manager or duty manager will respond to any complaint as soon as possible and the results of their actions are to be recorded in the register.
- 22.6 Complaints are to be discussed at the weekly management meetings.

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23 Media

- 23.1 Where there is any incident that may attract some media attention or coverage, the manager only will be responsible for any media release or comment. Kick's standard response to media questions is "*Management is investigating the allegation*". Only the licensee or the nominee are authorised to release a statement. Do not be goaded into making unqualified or ill-informed comments. They may come back to haunt you.

24 Police attendance

- 24.1 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.
- Allow Police to enter the venue under any circumstances if they are on duty. To delay or hinder their entry may constitute an offence
 - The Crowd Controller's Register must be made available to the Police at all times. Ask them to sign the register whenever they visit the venue. This will assist the venue if they sign the register as "all correct"
 - Security personnel are NOT authorised to make any comments to Police or RAV Compliance Officers at any time on any issue apart from those relating to *The Private Agents Act 2004*.
 - If any issue is raised by Police or RAV Compliance Officers an Incident Report must be prepared and any relevant material such as camera images must be attached where appropriate.

- Incident reports are to be handed to the duty manager or licensee as soon as possible.

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25 Calling Police

- 25.1 Contact the licensee or the duty manager before calling any services.

Police assistance call Police Communications Centre "000"

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26 Community Consultation

- 26.1 The licensee and management of Kicks are committed to being a member of the Melbourne City Licensees Accord.

Appendix “A” – Notice to Patrons Leaving Venue

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NOTICE

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

Appendix B – Incident Report

Kicks Pty Ltd
450 Elizabeth Street
Melbourne

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INCIDENT REPORT

This copied document to be made available for the sole purpose of enabling its consideration and review as part of a planning process under the Planning and Environment Act 1987. The document must not be used for any purpose which may breach any condition.

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 venue, 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

Kicks Pty Ltd

450 Elizabeth Street Melbourne 3000

VENUE:

Lic. No. 3950999

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AMENITY / COMPLAINTS REGISTER

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

KICKS

PATRON CODE OF CONDUCT & CONDITIONS OF ENTRY

THIS ESTABLISHMENT IS COMMITTED TO HIGH STANDARDS OF SERVICE & SAFETY FOR OUR PATRONS AND STAFF IN & AROUND THESE PREMISES.

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Admittance

- Entry to the venue is conditional upon you accepting responsibility for the consequences of your behaviour within and in the vicinity of these premises.
- At all times management reserves the right to refuse entry.
- You must be suitably attired to enter this venue.

Responsible Use of Alcohol

- No drunk or disorderly person will be permitted to enter or remain on these premises.
- Our management will support any staff member who chooses not to serve an intoxicated person.
- Excessive drinking can have serious consequences. We urge you to make appropriate decisions for your health and wellbeing.

Underage Persons

- We will strictly comply with the *Liquor Control (Reform) Act 1998*.
- Staff will only accept the prescribed forms of identification.
- No underage person is permitted to enter the premises without the express permission of the manager.

Safety

- This venue does not tolerate discrimination on any grounds. If you behave in a violent, harassing or threatening manner, whether verbally or physically, you will be asked to leave and the incident may be reported to the police.
- It is a criminal offence to possess, consume or distribute illicit drugs. Any incidents detected will be reported to the police.
- All staff in this venue will be pro-active in the prevention of illegal drink spiking in any form.
- Our staff are trained to assist you in the event of any emergency.
- Any acts of vandalism or other criminal offences where detected, will be reported to the police.

Courtesy

- **We ask that you enter & leave the venue peacefully and quietly, respecting other patrons' rights together with those people living in neighbouring residential buildings.**

DOCUMENT SUMMARY

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NOTES

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