



# *TwoTailsWines*

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ORARA WAY  
TWO TAILS WINES  
&  
VELVETS RESTAURANT  
Plan of Management  
Updated 7 February 2022 (Ver. 6)

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## Part 1. Purpose

- 1.1 The purpose of this Plan of Management (**POM**) is to establish performance criteria for various aspects of the operations of the restaurant, including outdoor areas having regard to the relevant matters under the Environmental Planning and Assessment Act, 1979, the Liquor Act, 2007 and the Liquor Regulation 2008. All staff shall be made familiar with this Plan of Management and will have access to the plan on site.
- 1.2 Staff will receive a copy of this Plan of Management as part of their employment induction pack and copies of the Plan of Management will be retained at the venue for subsequent reference.
- 1.3 This Plan of Management is an approved document attached to Development Consent DA 0160/19 and provides operational guidance and requirements for this development consent and operation of the cellar door and farmstay as approved by DA0808/16 and DA0444/17. A copy of each of these development consents and approved plans is attached to this POM.

## Part 2. Site + Locality

- 1.4 Two Tails Winery and Velvets Restaurant is located at 963 Orara Way, Nana Glen NSW
- 1.5 There is no formal public parking nearby, either along Orara Way, or in the unconstructed Road Reserve located adjacent to the southern boundary of the Site.
- 1.6 The surrounding area comprises a mix of commercial and rural residential land uses. The nearest residential dwellings are located to the north at 977 Orara Way and to the west at 959 Orara Way.
- 1.7 The premises are not well serviced by public transport or taxis.
- 1.8 The Winery and Restaurant and approved Farmstay is primarily a tourist destination for domestic travelers. It also caters for the locality and attracts nearby residents for lunch and dinner sittings.
- 1.9 Figure 1 below identifies the areas as described in this POM.
  - a) The restaurant/cellar door and deck area is identified by purple outline.
  - b) The concrete slab dining area is identified by red outline.
  - c) The Vineyard Dining area is identified by orange outline.
  - d) The existing Land Application Area (LAA) is identified by green outline.
  - e) The proposed Land Application Area (LAA) is identified by blue outline.
  - f) The unconstructed road reserve is identified by a red dash line.

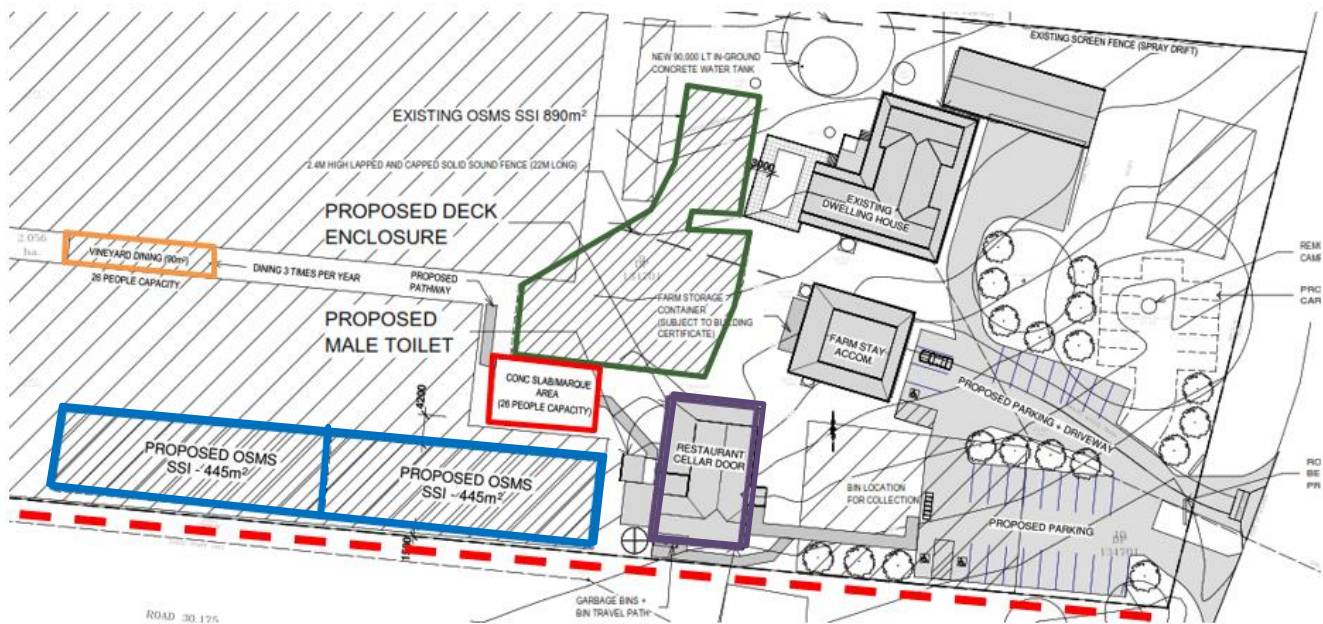


Figure 1 Identified areas within the site the subject of this POM extract of Architectural Plan WD01

## Part 3. Hours Of Operation

- 1.10 The hours of trade for the Restaurant and Cellar Door (including both outdoor areas) are:
- Restaurant/Cellar Door** (indoor + enclosed deck area) – 10am to 10pm (Monday to Sunday)  
– Max. 2 lunch sittings and Max. 2 dinner sittings
- Concrete Slab/Marquee area** – 10am to 6pm (Saturday and Sunday **only**) – Max. 2 sittings
- Vineyard Dining** – 11am to 4:30pm (Any weekday, but limited to **only** three (3) occasions per year) – Max. 1 sitting
- These approved hours are to be displayed at or near the entry.*
- 1.11 The Site including Winery and Restaurant or adjoining land must not be used for wedding receptions, music concerts, or other events that might be considered as 'temporary uses', unless prior approval has been sought and obtained from Coffs Harbour City Council and by any other the relevant authority.
- 1.12 The set-up and clean-up for the premises may occur for one hour before and one hour after the approved hours of operation. During this time, the premises shall not trade nor be open to the public.
- 1.13 Alcohol is not to be served or consumed on the premises between close of trade and 10am.
- 1.14 Staff may enter, or remain on, the premises at any time (for reasons including health and safety, security, attendance at out of hours trade works, emergencies and the like). Tradespersons engaged by the Winery and/or Restaurant may enter or remain on the premises at any time (for reasons including health and safety, security, attendance at out of hours trade works, emergencies and the like), provided they are accompanied by a staff member and that their activities do not give rise to disturbance of the neighbourhood.

## Part 4. Patron Capacity

### ***At any one time***

- 1.15 The maximum patron capacity of the site is determined by a combination of the available carparking, capacity of the onsite waste water disposal, potable tank water supply and acoustic considerations.
- 1.16 The total capacity for all persons within the boundaries of the site at any one time is 78 persons on a weekday and 104 persons on a weekend, including all staff, security, entertainers, patrons, guests, and residents. Private events held on the property by residents of the dwelling or guests of the Farm Stay facilities are not to result in total patron numbers being exceeded in any 24 hour period. The total capacity at any one time may exceed 78 but not 104 should the 3 x calendar year use of the Vineyard Dining occur on a weekend.

### ***24 hour period Weekdays***

- 1.17 The total capacity for all persons within the boundaries of the site within a 24 hour period is 278. This accounts for use of the restaurant (Indoor + Enclosed Deck area) for two lunch sittings, and two dinner sittings per day as well as 26 diners in the Vineyard Dining for one sitting on 3 occasions per year and 20 across the entirety of the 24 hour period at wine tastings. It also accounts for use of the Site by 8 members of staff, 4 guests of the Farm Stay (who may use the restaurant in addition to use of the Farm Stay facilities), and 6 residents (who may use the restaurant in addition to the use of the Existing Dwelling House). Cellar door patrons are to be seated within the approved restaurant tables and are not permitted to conduct tastings at the bar.
- 1.18 The total capacity for all persons within the boundaries of the site within a 24 hour period is 304 persons if the concrete slab area is being used on a weekday. The use of the concrete slab is limited to 3 times per calendar year (it is the Vineyard Dining that is limited to 3 times per year).

### ***24 hour period Weekends***

- 1.19 The total capacity for all persons within the boundaries of the site within a 24 hour period is 330 persons. This accounts for use of the restaurant (Indoor + Enclosed Deck area) for a maximum of two lunch sittings, and a maximum of two dinner sittings per day. It also accounts for use of the Concrete Slab/Marquee area for up to 52 persons (a maximum of two sittings per day) and 20 at wine tastings across the entirety of the 24 hour period, as well as the use of the Site by 8 members of staff, 4 guests of the Farm Stay (who may use the restaurant in addition to use of the Farm Stay facilities), and 6 residents (who may use the restaurant in addition to the use of the Existing Dwelling House). Cellar door patrons are to be seated within the approved restaurant tables and are not permitted to conduct tastings at the bar.

### ***Vineyard Dining***

- 1.20 As described above the Vineyard Dining can be used for up to 26 persons (a maximum of one sitting per day). The Vineyard Dining may be used 3 x per calendar year and not concurrently with the concrete slab dining area.
- 1.21 Staff/Security will be required to monitor the number of patrons in each area at all times.
- 1.22 The overall breakdown of the patron population capacity is identified below:

Use/Area	Population
Restaurant (indoor)	20
Restaurant (Enclosed outdoor deck)	40
Concrete Slab/Marquee area (weekends only)	26
Vineyard Dining (not to be used concurrently with Concrete Slab/Marquee area) (weekdays only)	(26)
Staff	8
Farm stay guests	4
Dwelling Residents	6
Overall person capacity (weekdays at any one time)	78 (excluding Vineyard Dining)
Overall person weekend capacity (including. concrete slab/marquee area and excluding Vineyard Dining / dining outdoor area)	104

1.23 The Concrete Slab/Marquee area and Vineyard Dining area are not to be used concurrently.

## Part 5. Acoustic Matters

1.24 The restaurant and deck shall be operated as follows:

- a. operating hours 10am to 10pm Monday to Sunday;
- b. the northern bi-fold doors of the deck shall be closed from 6pm to 10pm;
- c. the northern bi-fold doors of the deck shall be closed when the Concrete Slab/Marquee area or Vineyard Dining area is in use;
- d. the eastern bi-fold doors of the deck shall be closed from 6pm to 10pm;
- e. the western bi-fold doors of the deck shall be closed from 6pm to 10pm;
- f. the number of patrons in the restaurant (indoor) shall not exceed 20 at any time;
- g. Cellar door tastings are to be conducted outside of dining times and seated at restaurant tables. No cellar door tastings are to occur at the bar area
- h. the number of patrons on the deck of the restaurant (outdoor) shall not exceed 40 persons at any time;
- i. notwithstanding the above, all doors shall be closed at any time when live music is played in the restaurant;
- j. there shall be no music played in the deck area;
- k. music played in the restaurant shall not produce an LA10 exceeding 75dB(A) when measured internally at 1m from any bi-fold door in the deck area.  
Fixed Acoustic barriers are to be installed and maintained as indicated on the architectural plans. The acoustic barriers must be 2.4m in height from ground level, lapped and capped and without gaps to the ground.



- ii. The Concrete Slab/Marquee area shall be operated as follows:
  - a. the number of persons shall not exceed 26 at any one time;
  - b. operating hours shall be from 10am to 6pm Saturday and Sunday only
  - c. bollards and ropes or similar shall be provided to delineate the Concrete Slab/Marquee area so as to confine patrons to that area other than when requiring access to the restaurant;
  - d. there shall be no music played in the Concrete Slab/Marquee area that is audible at any residential boundary.
- iii. The Vineyard Dining area shall be operated as follows:
  - a. the number of persons shall not exceed 26 at any one time.
  - b. operating hours shall be from 11am to 4:30pm Monday to Sunday on three occasions per year; (one sitting per day), if used on a weekend the concrete slab/ marquee area cannot be used.
  - c. bollards and ropes shall be provided to delineate the Vineyard Dining area so as to confine patrons to that area other than when requiring access to the restaurant;
  - d. there shall be no music played in the Vineyard Dining area that is audible at any residential boundary.
- iv. The inverter generator and any mechanical equipment subsequently installed shall be operated as follows:
  - a. only between the hours 8am to 6pm Monday to Sunday;
  - b. housed in an acoustic enclosure;
  - c. shall not give rise to a noise level exceeding 40 LAeq,15min at the boundary of the nearest residential premises and measured as specified in the EPA's Noise Guide for Local Government.

## Part 6. Onsite Waste Water Management

- 1.25 Signage to be installed in all bathrooms, toilets, kitchen and areas which drain to the OSSMS to advise of best practice to maximise operation of the OSSMS and reduce maintenance issues.
- 1.26 Immediate closure of the cellar door/ restaurant use in the event of failure of the OSSMS.
- 1.27 A Water flow meter and monitoring report is to be available for inspection by Council and provided on an annual basis.
- 1.28 All cellar door/restaurant and farmstay laundry is to be washed off site.
- 1.29 All cellar door/restaurant dishwashers/dishwashing to be undertaken to minimize water use on the site.
- 1.30 Wastewater lawn disposal areas shall be clearly delineated to prevent public and resident access to the lawn disposal area identified on the approved plans.
- 1.31 Staff shall monitor patrons to ensure pedestrians remain on designated pathways around wastewater disposal areas at all times.

## Part 7. Fresh Water Management

- 1.32 Signage in all bathrooms, toilets, kitchen and used and accessed by staff and members of the public to advise of use of and reliance on tank water to encourage reduced water consumption.
- 1.33 Installation of WELS rated appliances, taps and toilets to reduce overall water consumption
- 1.34 Immediate closure of the cellar door/ restaurant use in the event of failure of the water pump.
- 1.35 Immediate closure of the cellar door/ restaurant use in the event of fresh potable water not being available.

## Part 8. Signage

- 1.36 Signage in compliance with the Liquor Act 2007, including but not limited to signage required for the responsible service of alcohol, together with signage requesting patrons when leaving the premises respect the quiet and good order of the neighbourhood, shall be displayed at all appropriate locations within the premises.

### Advertising and Promotions

- 1.37 You must ensure all of our liquor promotions are conducted in accordance with and that all advertisements consider the Responsible service of alcohol (RSA), this includes having a harm minimization measures and procedures in place to prevent intoxication or binge drinking during an event or function.
- 1.38 All advertising is to state to following at ALL TIMES:  
“We adhere to Responsible service of alcohol (RSA) at all times” “ Under 18’s will not be served alcohol at anytime”
- 1.39 No free glasses / bottles of wine will be advertised in any advertising or promotion at any time  
*See House Rules on Drink policies*

## Part 9. General Management

- 1.40 A manager shall be onsite during all hours of operation of the restaurant/cellar door. The management of the premises will:
  - ensure persons entering and leaving the premises do not crowd or loiter in the vicinity of the premises in such manner that pedestrian movement is obstructed or hindered. This may include appropriate signage in appropriate locations to this effect.
  - ensure that the operation of the premises and/or the behaviour of persons entering and leaving the premises does not cause undue disturbance to the amenity of the neighbourhood. This will be managed by the erection of appropriate signage around the premises and the employment of competently trained staff (or security personnel during peak periods), who will manage noise and antisocial behaviour by monitoring and



identifying problematic patrons who may be causing anti-social behaviour, nearing intoxication and/or creating excessive noise.

- manage noisy patrons in the car parking area through the display of appropriate signage around the premises and the employment of competently trained staff/security, who will remind patrons leaving the premises to leave quietly and respect the amenity of the neighbourhood.
  - control the movement of guests in the Concrete Slab/Marquee area and Vineyard Dining area through the display of appropriate signage around the premises and the employment of competently trained staff/security. This will include regular headcounts to maintain a limit on number of patrons consistent with this POM. A record of regular head counts is to be maintained for review by Coffs Harbour City Council staff.
  - control the emission of amplified music emanating from the Concrete Slab/Marquee area and Vineyard Dining area by ensuring that the music is inaudible at the boundary of the nearest residences. Speakers will also be oriented away from the nearest or most impacted residences and tilted to below a horizontal level.
  - no patrons are to arrive by bus. Buses are prohibited in the car parking area.
  - record in a Register full details of any disturbance complaint/s made by a person to management or staff in respect to the manner in which the business of the premises is conducted and/or the behaviour of persons entering or leaving the premises.
  - Such recording will include time, date, nature of the complaint/s and any complainant details if provided. The register is to be available for review by Coffs Harbour City Council staff.
  - respond to any disturbance complaint/s in a timely and effective manner. All actions undertaken by management/ staff to resolve such complaints shall be recorded in the Register.
  - adhere to:
- v. The restaurant and deck shall be operated as follows:
- a. operating hours 10am to 10pm Monday to Sunday;
  - b. In accordance with the requirements of this POM;
  - c. the number of patrons in the restaurant (indoor) shall not exceed 20 at any time
  - d. Cellar door tastings are to be conducted outside of dining times and seated at restaurant tables. No cellar door tastings are to occur at the bar area.
  - e. the number of patrons on the deck of the restaurant (outdoor) shall not exceed 40 persons at any time;
- vi. The Concrete Slab/Marquee area shall be operated as follows:
- a. the number of persons shall not exceed 26 at any one time;
  - b. and 52 over the course of any one day
  - c. operating hours shall be from 10am to 6pm Saturday and Sunday only, No new patrons can be accommodated within the concrete slab marquee area after 4pm.

- d. bollards and ropes or similar shall be provided to delineate the Concrete Slab/Marquee area so as to confine patrons to that area other than when requiring access to the restaurant; All access is be clear of the LAA areas on site.
- vii. The Vineyard Dining area shall be operated as follows:
  - a. the number of persons shall not exceed 26 over the course of any one day
  - b. operating hours shall be from 11am to 4:30pm Monday to Sunday on three occasions per year; (one sitting per day)
  - c. bollards and ropes shall be provided to delineate the Vineyard Dining area so as to confine patrons to that area other than when requiring access to the restaurant; All access is be clear of the LAA areas on site.
  - d. there shall be no music played in the Vineyard Dining area that is audible at any residential boundary.

## Part 10. Control On Number Of Patrons

- 1.41 The maximum number of patrons permitted in the premises at any one time, in accordance with this Plan of Management shall be that designated in the current authority consents and as displayed at the entry to the premises.
- 1.42 At all times the licensee shall ensure that the total number of patrons present in the dining parts of the premises do not exceed the maximum numbers permitted.
- 1.43 The licensee or duty manager shall either monitor the number of patrons in the premises or appoint a member of staff or a security person to do so.
- 1.44 When the person monitoring the number of patrons in the premises forms the opinion that there may be within 20 patrons of the maximum permissible number of patrons, that person will ensure that a physical head count of the patrons present is undertaken.
- 1.45 If such a count reveals that there are within 20 patrons of the maximum number of patrons permitted on the premises, the licensee or duty manager shall assign staff or security personnel to monitor the number entering and leaving the premises to ensure that the maximum number of patrons present (including staff, security personnel and entertainers) does not exceed the maximum.

## Part 11. Car Parking And Traffic Management

### A. Aim of Policy

To minimise impacts of traffic movements and car parking associated with the restaurant and winery on the surrounding neighbourhood and road network.

### B. Implementation

- 1.46 A total of 40 car parking spaces are provided on the site. This includes 10 overflow car parking spaces.
- 1.47 All vehicles associated with the use of the premises shall be parked within the confines of the site at all times. Management and staff are to ensure no vehicles are parked within the unconstructed road reserve at any time.

- 1.48 Temporary traffic control devices such as barricades, witches hats and the like that impede free vehicular access to and from the permanent car parking area are to be used when the either the permanent and/or overflow car parking is full.
- 1.49 When the permanent car parking area is full a designated staff member must be present to direct cars to particular spaces within the overflow car parking area.
- 1.50 All patrons will be instructed to park within the car parking area and not to utilise the on-street parking or the adjoining unconstructed road reserve.
- 1.51 Patrons are encouraged to car pool, or use other means such as bicycles/motorbikes to reduce dependence of car spaces.
- 1.52 Traffic control will be provided during the peak period on weekends, as may be necessary to ensure that all attendees arrive and exit the premises in a safe, quick and quiet manner, as follows:
- Vehicles will be directed to available spaces; and
  - The car park will be closed once at capacity with signage put in place accordingly.
- 1.53 Loitering in the carpark will be discouraged and reported to administration where required.
- 1.54 Signage shall be erected at all exits and car park areas to remind attendees/visitors to minimise noise when departing the premises, especially after 10:00pm.
- 1.55 There will be no movement of service vehicles because external private contractors will provide all equipment, cleaning and maintenance.
- 1.56 Deliveries, cleaning and maintenance are to be undertaken after 7am to 10am on weekdays and 8am to 10am on weekends and not during operating hours.
- 1.57 Loading and unloading of vehicles and delivery of goods to the premises shall at all times be carried out within the permanent car parking area during the hours of 8am to 10am any day of the week.
- 1.58 No bottle or glass sorting, recycling or collection shall take place between 8.00pm on any day and 8am Monday to Friday, 9am Saturday and 10am Sundays and Public Holidays.
- 1.59 The removal of wastes and recyclable materials shall be made a recognised contractor between the hours of 7.00am and 10am weekdays and 8am to 10am weekends and public holidays.
- 1.60 Collection of wastes and recyclable materials by Council will be by approved receptacles and from Orara Way in accordance with Council's standard waste collection service if used.

## Part 12. Amenity Of Neighbourhood

### **A. The Management of the restaurant and Cellar Door:**

- 1.61 Shall ensure patrons do not crowd or loiter in the vicinity of the premises in such manner that pedestrian movement is obstructed or hindered.
- 1.62 Shall ensure that the manner in which the business of the premises is conducted and/or the behaviour of patrons entering and leaving the premises does not cause undue disturbance to the amenity of the neighbourhood. In this regard, the management shall be responsible for the control of noise and litter generated by patrons and/or premises operations.

- 1.63 A register of patron numbers shall be kept on-site for a period of 2 years and shall be made available to Council upon request. The register of patron numbers is to identify the 3 times per calendar year, the Vineyard Dining is used.
- 1.64 Shall record in a Register kept at the premises full details of any disturbance complaint/s made by a person to management or staff in respect to the manner in which the business of the premises is conducted and/or the behaviour of patrons entering or leaving the premises. Such recording will include time, date, nature of the complaint/s and any complainant details if provided. A complaints management procedure including the maintenance of a telephone contact number which must be answered at any time that the premises is operating.
- 1.65 Shall respond to any disturbance complaint/s in a timely and effective manner. All actions undertaken by management / staff to resolve such complaint/s shall be recorded in the Register.
- 1.66 Complaints Handling. All complaints can be notified to Madonna Bannerman, the Managing Director of Two Tails Wines on 0413 522 518.

## Part 13. Community Consultation And Communication

- 1.67 A program to engage in active community consultation shall be implemented to maintain positive relations with local residents. It is the first step towards not only gathering local support but an investment in establishing long- term relationships that help identify problems before they escalate.
- 1.68 Holding a community meeting or tour of the winery for surrounding residents will provide an opportunity to introduce the management team and the winery to your neighbours, present the suite of noise management measures in place and provide an update on upcoming events at the winery. Registration sheets can allow for the collection of more detailed information for future communications.
- 1.69 It is important to provide advanced notice of licensing changes and/or events that may adversely impact on nearby residences, which will aid in managing expectations. Examples of these include licensing changes (including applications for extended trade), advice on planned works or refurbishments, mailbox notification drops for potentially noisy events, or designating/introducing a community liaison.
- 1.70 To effectively manage any requests or respond to public concerns in relation to proposed events at the winery, the following systems shall be maintained:
- provide the community with direct mobile and email contact to a community liaison, capable of dealing with concerns or complaints in a patient, non-hostile manner;
  - supply the relevant governing authorities with the names and appropriate contact numbers for manager and one other senior staff member;
  - an afterhours contact phone number shall be placed in a prominent position at the front boundary of the Site to allow contact with the winery in relation to any noise issues; and
  - utilise a complaint handling system (see Part 14, below) to monitor noise complaints, with all information relating to such complaints to be kept in a register.

## Part 14. Complaint Handling Procedures

- 1.71 The procedure for addressing noise, odour, or any other complaint is provided as follows:
- A specific staff member shall be designated to manage complaints, typically a manager or director. This point of contact will be used to follow up the status of a noise investigation by a complainant in the event of a noise complaint;
  - In the event of a complaint, information regarding the complaint is to be taken by staff and passed onto the complaints manager within one business day. Information shall include:
    - name, location and contact details of the complainant;
    - the nature of the noise complaint, including approximate time of occurrence and activity being undertaken; and
    - a direct contact number (complaints manager) shall be provided to the complainant to follow up on the noise complaint.
  - An investigation of the complaint is to be undertaken by the complaints manager. The source of noise, odour, or any other nuisance alleged to emanate from the premises shall be rectified, and the outcome of the investigation discussed with the complainant; and
  - A register of complaints shall be kept on-site for a period of 2 years and shall be made available to Council upon request.

## Part 15. Staff And Training

- 1.72 The premises shall ensure staff are competently trained in and compliant with 'responsible service of alcohol' practices, procedures and requirements. When monitoring the premises, staff can observe and identify problematic patrons who may be causing anti-social behaviour, nearing intoxication and/or creating excessive noise.
- 1.73 The Licensee (or delegate) will ensure all staff employed at the Licenced premises will read and acknowledge the management practises of the winery and restaurant by signing this document.
- 1.74 The use of security personnel during peak periods may also assist in managing noise and antisocial behaviour. Security staff or managers can maintain strict patron screening, age and sobriety requirements. They are also able to remind patrons leaving the premises to leave quietly and respect neighbours.

## Part 16. Review And Improvement

- 1.75 This Plan of Management is to be reviewed annually; when updates to the plan are required, or as directed by the Council. The review process is to reflect changes in environmental legislation and guidelines, and changes in technology or operational procedures. This Plan of Management is not to be amended without the prior written consent of Coffs Harbour Council.

- 1.76 If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the restaurant or winery, that modification shall be made to the Plan only with the consent of Council, which shall not be unreasonably withheld.
- 1.77 Adjoining and nearby residents and landowners shall be notified reasonably consulted with by the licensee when the POM is proposed to be significantly amended.
- 1.78 The revised plan shall be submitted to the relevant regulatory or consent authority for approval.

## Part 17. Behaviour Of Patrons & Responsible Service of Alcohol (Alcohol Plan Of Management)

### **PURPOSE**

The purpose of this Alcohol Plan of Management is to reduce the harms associated with the sale and supply of Liquor by implementing effective control strategies.

### **GENERAL**

The Alcohol Plan of Management incorporates the Security Management Plan.

This Alcohol Plan of Management (& Security Management Plan) indicates the mode of operation for the License in connection with the liquor licence.

### **DOCUMENTATION**

- 1.79 A copy of the licence will be available for production at all times.
- 1.80 A copy of the Plan of Management and associated Development Consent(s) will be maintained with the licence and available for inspection by an authorised officer.
- 1.81 **Incident Register** will be maintained.

### **RESPONSIBLE SERVICE PRACTICES.**

- 1.82 The Licensee and all staff involved in the sale or supply of liquor will have current New South Wales Responsible Service of Alcohol (RSA) qualification.
- 1.83 An RSA register will be maintained and on hand at the restaurant/cellar door. Photocopies of current RSA Competency Cards are to be kept in the register.
- 1.84 No staff member will be allowed to commence duty or be involved in the sale or supply of liquor unless they have provided a copy of their RSA qualification or have shown the Licensee their current RSA Competency Card.
- 1.85 Staff with an RSA Competency Card must have the card available to them at all times when they are involved in the sale or supply of liquor.
- 1.86 Liquor will only be sold or supplied to persons of or above the age of eighteen (18) years.

A copy of all Current RSA Competency Cards for staff will be attached to this Plan of Management.

### **Identification.**

Any patron appearing to be under the age of 25 will be asked to provide evidence of age. Only the following are acceptable evidence of age documents:



- A current drivers/riders licence with a photo;
- A current photographic identity card issued by a Commonwealth or State public authority which attests to the person's identity and age;
- A current Australian or foreign passport.

The following will be available at all times: Low alcohol drinks; Coffee and Tea, Soft drinks, Water and Food.

### **Smoking Area**

Smoking is banned in all enclosed public places and certain outdoor public areas ,under the *Smoke – Free Environment Act 2000*. An enclosed public space is defined as having more than 75 per cent notional walls and ceiling.

In addition to enclosed places, smoking is not permitted in a commercial outdoor dining area, being:

- A seated dining area
- Within 4 metres of a seated dining area on licensed premises, restaurant or cafe.

Smoking is also not permitted within 4 metres of pedestrian access point to a restaurant.

Smoking areas are not permitted within the LAA areas, in accordance with the *Smoke Free Environment Act 2000*.

No- smoking signs are clearly visible to customers and displayed in a way that would reasonably allow a person entering a particular area of the premises to be quickly alerted to the fact that it is a non-smoking area.

## COMPLIMENTARY STRATEGIES

**Staff Patrols.** The Licensee (or manager) will ensure staff conduct regular patrols of the licensed premises to:

- Clear rubbish, prevent receptacle stockpiling, especially the receptacles in which liquor was supplied, to prevent the items being thrown or otherwise cause safety issues;
- Speak to and interact with patrons to assess early signs of intoxication;
- Monitor toilet facilities by regularly check those facilities for tidiness and patron well being.

There is a 'zero tolerance' stance on illegal substance use and possession.

**Pre-loading.** Persons approaching and consuming alcohol outside the licensed premises are to be prohibited entry into the licensed premises.

**Lighting.** Lighting of all public areas of the premises including liquor service areas are to be sufficient to allow staff to observe the behaviour of patrons.

All exterior areas of the premise shall be adequately lit and these lights will be kept on until all patrons have left the immediate vicinity (50 metres) of the Licensed Premises.

**Staff drinks** are not permitted outside authorised trading hours for the winery.

- Staff are prohibited from consuming liquor during working hours.
- Staff wishing to socialise after their rostered shift must ensure they change their employment clothing. Turning of shirts inside out is not acceptable and the Licensee or delegate will ask you to leave the premises

**Closed Circuit Television:** A closed-circuit television system is to operate on the premises in accordance with the following requirements:

- The system must record continuously from opening time until one hour after the premises are required to close (or, in the case of premises that are not required to cease trading, continuously at all times)
- Recordings must be in digital format and at a minimum of 15 frames per second
- Any recorded image must specify the time and date of the recorded image
- The systems cameras must cover the following areas:
  - All entry and exit points on the premises
  - The footpath immediately adjacent to the premises
  - All publicly accessible areas (other than toilets) on the premises.
  - All recordings made by the CCTV system are captured for at least 30 days
- That at least one member of staff is on the premises at all times the system is operating who is able to access and fully operate the system, including downloading and producing recordings of CCTV footage.
- Recordings made by the system are to be produced to a police officer or inspector within 24 hours of any request by a Police Officer or Inspector to provide such recordings

- Recordings must not be tampered with, edited or changed in any way prior to handing to police or any other investigating official.
- Signage must be displayed indicating to patrons that closed circuit television is in operation
- Recordings are only viewed by an authorised investigator under the Liquor Act 2007.
- All CCTV cameras are to be installed and operated in accordance with the Surveillance Devices Act 2007

## FIRE SAFETY

- All exit lights and exit signs are kept in good working order at all times.
- Staff is to ensure that exit paths to outside the premises are kept clear of obstruction at all times.
- The Licensee (or delegate) has prepare an emergency evacuation plan and all staff will be trained in its implementation.
- All fire extinguishers and hose reels will be checked by a qualified contractor every six months. Certificate of completion is on hand at the office for review

## EMERGENCY EVACUATION PLAN

### Emergency contacts

Organisation Name	Phone number
ALL	000
State Emergency Services (SES)	13 25 00
Police – Coffs Harbour	02 6691 0799
Fire -	000
Ambulance	000

### Emergency procedures

Procedures	Brief outline of procedures	Evacuation point/ address	Supporting documentation
<i>Fire Evacuation Procedure</i>	<ol style="list-style-type: none"> <li>1. Alarm raised and relevant emergency services authorities contacted.</li> <li>2. Wait for evacuation signal.</li> <li>3. Follow fire warden instructions.</li> </ol>	<i>Out the front of Two Tails Wines (at evacuation sign) along Orara Way- opposite Pre School</i>	<i>Floor plan, map of evacuation locations.</i>

Procedures	Brief outline of procedures	Evacuation point/ address	Supporting documentation
	<p>4. Calmly evacuate the premises from nearest emergency exit.</p> <p>5. Arrive at evacuation location.</p> <p>6. Locate and account for all staff and customers</p>		
<i>Flood Evacuation Procedure</i>	<p>1. Alarm raised and relevant emergency services authorities contacted.</p> <p>2. Wait for evacuation signal.</p> <p>3. Follow fire warden instructions.</p> <p>4. Calmly evacuate the premises from nearest emergency exit.</p> <p>5. Arrive at evacuation location.</p> <p>6. Locate and account for all staff and customers</p>	<p>Out the front of Two Tails Wines (at evacuation sign) along Orara Way- opposite Pre School</p>	<p>Floor plan, map of evacuation locations.</p>
<i>Bomb Evacuation Procedure</i>	<p>1. Alarm raised and relevant emergency services authorities contacted.</p> <p>2. Wait for evacuation signal.</p> <p>3. Follow fire warden instructions.</p> <p>4. Calmly evacuate the premises from nearest emergency exit.</p> <p>5. Arrive at evacuation location.</p> <p>6. Locate and account for all staff and customers</p>	<p>Out the front of Two Tails Wines (at evacuation sign) along Orara Way- opposite Pre School</p>	<p>Floor plan, map of evacuation locations</p>



## Emergency team roles & responsibilities

Role	Details of responsibilities	Person responsible	Email	Phone/Mobile numbers
<b>First Aid Officer</b>	<ul style="list-style-type: none"><li>• Attend regular first aid training courses.</li><li>• Administer first aid support in an emergency situation.</li><li>• Contact ambulance services when necessary.</li></ul>			
<b>Fire Warden</b>	<ul style="list-style-type: none"><li>• Attend relevant training courses.</li><li>• Assist in evacuating staff according to evacuation procedures (including collecting emergency kit and resilience and recovery documentation).</li><li>• Assist with regular drills.</li><li>• Assume Chief Fire Warden duties when required.</li></ul>			



## **HOUSE RULES**

- No Free alcoholic drinks in any way are to be advertised or given to customers at anytime.
- Must have a minimum of 2 water stations within the Cellar Door at all times and refilled on a regular basis
- No more than 2 drinks are to be served to any one person at any one time during any event of function
- No double of spirits are to be served
- No Shots are to be served at anytime
- No Forfeited wines are to be sold after 8pm at night and limited to one per person
- No alcohol is to be served to customers before 10am Monday to Saturday & 10am on Sundays.
- Bar is to close at 9.30pm at all events
- All guests are to be advised to leave the premises in a quiet and orderly fashion as to not disrupt the neighbors
- All guests are to be off site by 10pm
- All function groups are to have pre – arranged transport for departure prior to 10pm
- Wine tasting is to be no more than 10mls and are to be limited on tastings per person
- No wine bottle bins are to be emptied after 9.00pm any night and not prior to 8am
- All RSA staff are to check ID's any person that is under the age of 25, all staff are to be notified of an underage person dining in the restaurant.
- No staff are to consume alcohol on site at anytime during working hours.

## **MANAGING A SITUATION**

### **INTOXICATION AND ANTI-SOCIAL BEHAVIOUR**

In accordance with the Liquor Act and intention of the Licensee all staff are expected to be diligent in observing and acting on intoxication and anti-social behavior in the licensed premises and with patrons entering and leaving the function.

Staff are expected to:

- Be alert to detecting signs of intoxication at an early stage;
- Promote the free water being available;
- Encourage alternate beverage options (such as soft drink, coffee, tea)
- Ensure there is an ample supply of food available;
- Be calm and courteous when dealing with customers;
- Be alert to patrons who may attempt to purchase liquor on behalf of potentially intoxicated patrons.

When dealing with patrons who are becoming noticeably affected by liquor, Staff are expected to inform licensee / manager immediately:

- Inform the Licensee, manager or security of the situation immediately to deal with the situation
- Identify that a patrons speech, balance, co-ordination and behavior is noticeably affected by alcohol or drug.
- Be calm and courteous;
- Where appropriate, explain their legal responsibilities to the person;
- Where appropriate, explain the implications of the patron becoming intoxicated to friends of the person and who they may assist.
- Refuse service of liquor.

When dealing with patrons who are noticeably affected by liquor or are acting in a manner likely to cause an undue disturbance to other persons or cause injury or other harm, staff are expected to:

- Be calm and courteous;
- Inform the Licensee of the situation;
- Where Security Officers are employed, inform security of the situation;
- Refuse service of liquor.

The Licensee (or a person acting on their behalf) will:

- Be calm and courteous;
- Where Security Officers are employed, inform security of the situation;

The Licensee (or a person acting on their behalf) will explain or arrange for the explanation to the person that:

- Service of liquor is refused;
- The person must leave the licensed premises;
- The persons must leave the vicinity (50 meters) of the premises;
- Call, or arrange for someone to call, police when the person refuses to leave or becomes violent.

The Licensee (or person acting on their behalf) will report all incidents of violence on or in the immediate vicinity of the Licensed Premises (50 meters).

## **MINORS**

Minors are allowed in many licensed venues in NSW. However, there are strict controls in place for some types of venues, particularly:

- Small bars
- hotels
- registered clubs.

**Minors are NOT restricted in our Restaurant and Cellar Door**

This is to prevent minors from getting access to alcohol and to ensure they are adequately supervised by a responsible adult.

Under NSW liquor laws, a responsible adult is defined as an adult who is:

- a parent or guardian of the minor
- the minor's spouse or de facto partner
- standing in as the parent of the minor for the time being.

**Offences for minors**

Under NSW liquor laws, minors can be fined for breaking the law, such as entering or remaining in a bar area of hotel or registered club and consuming alcohol on a licensed

Premises

**Apprentices and trainees**

Minors can enter and remain in parts of a premises where a minors area authorization is in force or in a licensed public entertainment venue without being in the company of a responsible adult if they are:

- an apprentice or trainee as defined in the [Apprentice and Traineeship Act 2001](#) and are receiving trade training that is not training in the sale, supply or service of alcohol.

Significant penalties can apply if you sell or supply liquor to a minor in NSW

- On-the-spot penalty notice of \$1100
- Court imposed fines of up to \$11,000 and/or 12 months imprisonment
- The suspension or cancellation of the licensee's liquor license

**REFUSING ENTRY**

The Licensee / Manager will deal with this type of situation

Under Section 77 (Non-voluntary exclusion of persons from licensed premises) of the Liquor Act 2007, as a licensee you can refuse to admit to, or may turn out of, your licensed premises, any person:

- who is at the time intoxicated, violent, quarrelsome or disorderly,
- whose presence on the licensed premises renders the licensee liable to a penalty under this Act,
- who smokes, within the meaning of the Smoke-free Environment Act 2000, while on any part of the licensed premises that is a smoke-free area within the meaning of that Act,
- who uses, or has in his or her possession, while on the premises any substance that the authorised person suspects of being a prohibited plant or a prohibited drug, or
- any other person who you are authorised or required to refuse access to, under the conditions of the licence or according to a term (such as section 134) of a liquor accord.

Essentially licensees can revoke a person's implied common law invitation to enter the premises for any reason so long as it is not discriminatory.

If a customer refuses to comply with a request under common law to leave a venue, they are committing an offence under the Enclosed Lands Protection Act 1901, and could also be exposed to civil liability for trespass.

## **Ejecting patrons from premises**

The Licensee / Manager will deal with this type of situation

Under the Liquor Act 2007, licensees, your staff, and NSW Police can remove any person who is:

- intoxicated
- violent, quarrelsome or disorderly
- smoking in a smoke-free area
- suspected of having or using illicit drugs on the premises, or
- behaving in a way that causes the licensee to commit an offence under the liquor laws.

As licensee /Manager the following steps will be taken

If there are reasonable grounds for you to form a belief that someone is intoxicated as a result of alcohol consumption, you must:

- notifying the manager or security, who can ask the person to leave
- notifying other bar staff that service has been refused to the person
- providing training and information concerning appropriate communication techniques when refusing service:
  - using open and non-aggressive body language
  - using a number of strategies to diffuse a situation, such as taking the person away from an audience or blaming the refusal on the 'law'
  - monitoring the reactions of other customers
  - picking up on early warning signs and intervening before the person is intoxicated
  - not using physical touch
  - remaining calm and using tactful verbal language, and
- having a policy in place to aid customers who have been refused service, such as transport options, ability to make a phone call for a lift and non-alcoholic alternatives such as coffee, water or soft drink.

While all staff should be capable of, and experienced in refusing service, Management responsibilities and what action(s) they may take, such as:

- if the person refuses to leave, management shall provide assistance and contact NSW Police for assistance in removing the person from the premises
- if considered necessary, management may consider imposing a short-term ban
- always supporting staff who have followed this policy for the refusal of service, and
- documenting details in an incident register.

When removing a customer, staff should inform the person clearly:

- the reason for their exclusion (using words that align with the Liquor Act 2007 – for example, 'intoxicated', 'disorderly' etc.)
- they are required by law to move more than 50 metres away from the premises

- they must not re-enter the 50-metre vicinity within 6 hours
- they cannot return to the premises for at least 24 hours, and
- if they fail to comply they commit an offence.

## **DEALING WITH AN INCIDENT**

### **Incident register**

The licensee/approved manager will establish and maintain an Incident Register :

- Any incident in which a person is injured or requiring a person to be removed from the premises. Each incident is to be signed as correct by each member of staff involved in the incident.
- The date and time the incident occurred.
- A description of the place at the premises where the incident happened.
- A description of each person involved in the incident and if known, the person's name.
- Details of the incident including for example, information about whether a person was removed from the premises because of the incident.
- Details of injuries sustained by persons involved in the incident.
- Details of action taken by a member of staff of the premises in response to the incident.
- Incidents both inside and outside of the premises including the immediate vicinity (50 metres) of the Licensed Premises.

### **Crime Scene Preservation.**

Immediately after the Licensee or a staff become aware of, or reported to, any incident involving an act of violence causing any injury to a person on the premises, the following is adhered to:

- The Licensee (or delegate) will take all practical steps to preserve and keep intact the area where the act of violence occurred, retain all material and implements associated with the act of violence in accordance with the Crime Scene Preservation Guidelines issued by the NSW Police.
- The Licensee (or delegate) will make direct and personal contact with the Local Area Commander or his /her delegate and advise the Commander or delegate of the incident
- The licensee and / or staff will comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.
- "Staff" in relation to subject premises, means any person employed by or acting on behalf of the licensee of the premises, and includes any person who is employed to carry on activities, including a crowd controller or bouncer, RSA Marshall on or about the premises.

This Management Plan is to be revised and implemented as required at the request of the Licensee or NSW Police. Agreement between both parties is required prior to the updated document being implemented.

**I HAVE READ EACH OF THE POINTS LISTED IN THIS DOCUMENT AND UNDERSTAND THE  
MANAGEMENT PLAN OF THE LICENCE.**

<b>Signature</b>	<b>Signature:</b>
<b>Name:</b>	<b>Name:</b>
<b>Date:</b>	<b>Date:</b>
<b>LICENSEE / MANAGER</b>	<b>NSW POLICE FORCE</b>

### **Employees**

<b>Signature</b>	<b>Signature:</b>	<b>Signature</b>
<b>Name:</b>	<b>Name:</b>	<b>Name:</b>
<b>Date:</b>	<b>Date:</b>	<b>Date:</b>

<b>Signature</b>	<b>Signature:</b>	<b>Signature</b>
<b>Name:</b>	<b>Name:</b>	<b>Name:</b>
<b>Date:</b>	<b>Date:</b>	<b>Date:</b>