

HAMMOND PARK BOTTLE SHOP

MANAGEMENT PLAN

“We will at all times make ourselves available to respond to the concerns of our customers and neighbours.”

STAFF TRAINING AND RESPONSIBLE SERVICE OF ALCOHOL

- The Licensee (or representative) and Approved Manager will be accredited through the completion of the mandatory liquor licensing training.
- It is our policy to train all our sales/service staff in responsible sales/server practices, this will normally be achieved by completing in-house training through the Staff Handbook provided to each staff member on employment.
- Our management team has also been trained in responsible sales/service practices, and will support the sales staff at all times in their duties, and responsibilities under the Liquor Licensing Act with regard to harm minimisation.
- Staff will be encouraged to be alert for the signs of intoxication of patrons.
- Each staff member will be given a copy of the Director of Liquor Licensing Guidelines on the Responsible Promotion of Liquor (refer attachment).
- Our commitment to the responsible service of alcohol is also demonstrated by the display, in prominent locations, of Responsible Service & Sales of Alcohol posters. Staff will be requested to draw customers attention to these posters as and when necessary.
- We view signage as an important operational tool, to assist us in fulfilling our obligations to minimise the harm caused by the abuse of alcohol.

SECURITY, CROWD CONTROLLERS & POLICE

- The Approved Manager is tasked with monitoring the activities of bottle shop and to ensure that unaccompanied juveniles or intoxicated persons enter the premises. Our staff will also be instructed to be calm and courteous at all times to customers, including those that may be refused entry or asked to leave the premises.
- We will ensure the contact telephone numbers for the local police are readily available to staff at all times.
- When on duty, staff will patrol the area of the bottle shop on a random basis during operating hours.
- CCTV will be present at the entry/exit point and throughout the premises.

JUVENILES

- We will not sell alcohol to persons under the age of 18 years.
- If a staff member is in any doubt as to whether a person is aged 18 years or more, the staff member must require that the person provide proof of age.
- The only acceptable proof of age will be:
 - Current Australian Driver's Licence with a photography
 - Current passport

- Proof of Age Card
- Signage to be displayed in the premises informing customers that it is an offence to sell alcohol to a minor and obtain alcohol for juveniles, and that any person obtaining alcohol for a juvenile is also committing an offence.

INTOXICATED CUSTOMERS

- We will not sell intoxicated customers any alcohol. If someone is displaying signs of intoxication our staff must, in a calm, courteous and non-judgmental way, inform the customer that they will not be sold any alcohol and the reason why the sale is being refused.

NOISE COMPLAINTS & NEIGHBOURS

- The bottle shop will maintain a log book for any complaints regarding noise and/or disturbance in the area. Any complaint received is entered into the book with the date and time of the complaint, the staff member who took the complaint and the action taken. The Approved Manager will then contact the complainant to ascertain whether the action taken is sufficient to answer the concern expressed.
- Staff will clean-up the immediate surrounds of the premises every night.
- To prevent the disturbance of amenity in the area deliveries will occur between the hours of 7am to 7pm Monday to Saturday and 9am to 7pm Sunday and Public Holidays.
- All entry/exit points will be fitted with automatic door closures.

TRADING HOURS

- As per Section 97 of the Liquor Control Act (1988), the proposed trading hours are:
 - Monday to Sunday 8am – 11pm