

<NAME OF PREMISES>

Venue Management Plan

<Address>

<Date>

Version/Authorisation

Version No.	Date authorised by Council	Date authorised by Police LAC	Date Authorised by NSW Liquor & Gaming	Related DA approval number

Notes for Use

This template is to be used as a guide only as part of a development application (DA) for a new venue, or significant modification DA to an existing venue.

Refer to [Section 10.5.1 of the Parramatta Development Control Plan 2023 \(Late Night Trading\)](#) for more detail on what should be included in the Venue Management Plan (also known as a Plan of Management) for different types of venues referred to as 'High impact' or 'Low Impact' premises. Any section, subsections or subpoints that are not relevant to an individual venue can be deleted.

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1. Purpose

- 1.1. This Venue Management Plan applies to <INSERT NAME OF VENUE>, operating at <STREET ADDRESS OF VENUE> (the premises).
- 1.2. This Venue Management Plan (the Plan) is to ensure that the premises operates at all times in a way that is consistent with good management, does not disturb the quiet and good order of the community, considers the community, and meets the requirements and intents of the Environmental Planning and Assessment Act 1979 and other legislation (such as the Liquor Act 2007 and the Gaming Machines Act 2001 where relevant).
- 1.3. The Plan provides a clear, concise, and practical framework for the safe and proper management of the premises.
- 1.4. In this Plan, 'vicinity of the premises' means any public place within <INSERT DISTANCE IN METRES> of any part of the premises.

2. Responsibilities and Requirements

- 2.1. The proprietor/licensee of the premises is responsible for the implementation of, and adherence to this Plan.
- 2.2. A copy of this Plan shall be kept at the premises for the information of and for reference to by all staff.
- 2.3. All staff and security officers employed at the premises are to be familiar with the contents of this Plan.

3. Venue Details

- 3.1. The primary purpose of this venue is <INSERT DETAILS e.g. licensed premises/restaurant etc> and is categorised as a <DELETE ONE 'High Impact' or 'Low Impact' premises> in accordance with [Table 10.1.2 of the Parramatta Development Control Plan 2023 \(Late Night Trading\)](#).
- 3.2. Secondary or ancillary uses include <INSERT if relevant e.g. retail sale of liquor, live music, gaming, takeaway alcohol sales>.

4. Proprietor/Licensee Details

- 4.1. The company name/ proprietor/licensee details are:
<INSERT RELEVANT NAMES, LICENCE DETAILS ABN/ACN ETC>
- 4.2. The company/proprietor operates similar venues known as:

<INSERT NAME & ADDRESS DETAILS>.

- 4.3. The proprietor/licensee is an existing or planned member of a Liquor Accord

<INSERT DETAILS INCLUDING MEMBER NO. >

5. Operational Details

INCLUDE BELOW INDIVIDUAL SUBSECTIONS AND SUBPOINTS ONLY AS RELEVANT

Maximum capacity

- 5.1. The maximum number of patrons permitted in the premises is <INSERT> in accordance with any relevant development consent (insert DA No.) and/or liquor licence condition.

Trading Hours

- 5.2. Approved trading hours to be in accordance with any relevant development consent (insert DA No.) as follows:
- 5.3. Internal areas <INSERT HOURS, DAYS>
- 5.4. External areas <INSERT HOURS, DAYS>
- 5.5. Where relevant, trading hours will comply with any required Trial Periods as set out in an associated development consent. Further consent requirements following trial periods will be sought with Council prior to the completion of any trial period.
- 5.6. Staff or authorised persons may be in the premises at any time.
- 5.7. Collection of waste/deliveries and the like are addressed under separate section titled 'Waste Management'.

Sale of Alcohol (include only where relevant)

- 5.8. The following liquor licence is held for the venue <INSERT LICENCE DETAILS >.
- 5.9. A copy of the liquor licence is provided as an ATTACHMENT <REFER ATTACHMENT NO.>.
- 5.10. The premises <DELETE ONE shall/shall not > be able to sell alcohol for consumption on the premises.
- 5.11. The permitted trading hours for the sale of alcohol for consumption on the premises will be:
- <INSERT DAYS, HOURS>

- 5.12. The premises <DELETE ONE shall/shall not > be able to sell packaged alcohol for consumption away from the premises (take away).
- 5.13. The permitted trading hours for the sale of alcohol for consumption away from the premises will be:
<INSERT DAYS, HOURS>
- 5.14. Sale and consumption of liquor will be managed in accordance with the Liquor Act 2007 and any liquor licence.

Venue Plans

- 5.15. The venue plans were approved by Council in accordance with development consent issued to (insert DA No.)

6. Amenity of the Neighbourhood

- 6.1. At all times, the proprietor/licensee shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that adverse impacts on the surrounding area do not occur.
- 6.2. The licensee will take all reasonable measures to ensure that the behaviours of staff, security officers and patrons, when entering or leaving the premises, do not detrimentally affect the amenity of the neighbourhood.
- 6.3. Operations and activities on the premises shall be conducted so as not to interfere with, or materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, smoke, fumes, vapor, steam soot, ash, dust, wastewater, waste products, grit, oil or otherwise.

7. Noise and Amplified Sound

- 7.1. Activities on the site likely to generate noise and vibration include <INSERT> e.g. entertainment sound, amplified music, outdoor areas, patrons arriving and leaving, operation of mechanical plant and equipment, waste disposal/soring/collection, weights/exercise machines (in the case of gyms)
- 7.2. The amelioration measures used to limit noise and vibration impacts on the neighbourhood include <INSERT>.
- 7.3. The premises will comply with relevant requirements of the Protection of the Environment (Operations Act) 1997, the EPA Noise Policy for Industry 2017 and the Liquor Act 2007.

- 7.4. The impacts of certain noise (deemed 'entertainment noise') of licensed premises are to be regulated under the Liquor Act 2007.
- 7.5. Activities in or at the premises, including collection of waste and deliveries shall not result in an LA10 noise level being emitted above the background noise level by more than 5dB at the boundary of the nearest affected residential property.

8. Waste Management & Deliveries

- 8.1. Waste management, including disposal of bottles, storage areas, collection times and frequency will be undertaken in accordance with a Waste Management Plan approved by Council.
- 8.2. Waste management procedures will not reduce the amenity of neighbours having regard to noise, odour and the like.
- 8.3. Deliveries associated with the premises must be undertaken between 6.00am and 10:00pm.
- 8.4. Signage will be provided to increase patron awareness of the responsible disposal of cigarette butts.
- 8.5. All liquid wastes (including waste cooking oil) are to be stored in a bunded location and/or a double-walled receptacle with a spill kit readily available.
- 8.6. All putrescible wastes are to be double-bagged and tied prior to deposit in bins with lids being kept securely shut at all times.

9. Behaviour of Patrons

- 9.1. The business of the premises shall be conducted in a responsible manner. The proprietor/licensee will be present at the premises during trading hours. Should the proprietor/licensee be absent, a duly qualified manager will be present and on duty.
- 9.2. The proprietor/licensee shall take all reasonable steps to control the behaviour of the patrons in, and as they enter or leave, the premises.
- 9.3. The proprietor/licensee shall take all reasonable steps to ensure that there is no loitering in the vicinity of the premises by persons who have been denied admittance to the premises or removed from the premises.
- 9.4. The proprietor/licensee shall as far as possible, after 10pm assign staff (to ensure that patrons leaving the premises do so promptly and as quietly as possible).

10. Footpaths

- 10.1. No signs, goods, or obstructions (other than waste bins put out for collection) shall be placed on the footpath outside the premises.
- 10.2. The footpath adjoining the premises is to be swept daily and kept clean and safe for the public.
- 10.3. Queuing outside the premises is controlled by staff to ensure that patrons will not impact upon the neighbourhood and that the footpath will not be unreasonably impeded.

11. Signage at and in the premises

- 11.1. The name of the premises shall be displayed on the exterior of the building.
- 11.2. Signage shall be erected providing advice to patrons to maintain quiet and order when leaving and entering the premises.
- 11.3. Outside the main entrance to the premises, a sign shall display a telephone number to which any complaints about the premises or its patrons may be made while the premises is trading.

INCLUDE ONLY WHERE RELEVANT

- 11.4. The premises is to display all internal [signage required by NSW Liquor & Gaming](#) regarding the sale of liquor or the provision of gaming.
- 11.5. Signs shall be displayed inside and outside of the premises notifying patrons that a CCTV system is operating at all times.

12. Complaints

- 12.1. .
- 12.2. Details of any complaints associated with the operation of the premises must be recorded in a Complaints Register or Incident Register which includes:
 - complaint date and time;
 - name, contact and address details of person(s) making the complaint;
 - nature of complaint;
 - name of staff on duty;
 - action taken by premises to resolve the complaint;

- follow-up; and
- outcome

13. Incident Recording and Reporting

- 13.1. The proprietor/licensee must maintain a register, in which the proprietor/licensee is to record the details of any of the following incidents and any action taken in response to any such incident:
- any incident involving violence or anti-social behaviour occurring on the premises,
 - any incident of which the proprietor/licensee is aware that involves violence or anti-social behaviour occurring in the immediate vicinity of the premises and that involves a person who has recently left, or been refused admission to, the premises,
 - any incident that results in a person being turned out of the premises,
 - any incident that results in a patron of the premises requiring medical assistance.
- 13.2. The proprietor/licensee must, if requested to do so by a police officer or NSW Liquor and Gaming inspector:
- make any such incident register immediately available for inspection by a police officer or NSW Liquor and Gaming inspector, and
 - allow a police officer or NSW Liquor and Gaming inspector to take copies of the register or to remove the register from the premises.
- 13.3. The proprietor/licensee must ensure that the information recorded in the incident register under this condition is retained for at least 3 years from when the record was made.

INCLUDE ONLY WHERE RELEVANT

- 13.4. Maintenance of an effective relationship with the < INSERT name of relevant police command> is essential to the provision of effective premises security. That includes keeping the LAC informed of incidents. The proprietor/licensee shall ensure that the following protocols are observed.
- In the event of an incident that occurs, or a person or persons are injured that requires the immediate attendance of Police, staff including security must comply with current [New South Wales Police Force Crime Scene Preservation Guidelines – Licensed Premises](#) <OR INSERT OTHER GUIDELIENE AS APPROPRIATE> .

- If a security officer is involved, that officer must record the incident, the actions taken and the outcome noted in the logbook as soon as possible and, subsequently, in the incident register. If a staff member is involved, the proprietor /licensee or Duty Manager will enter those details into the incident register as soon as possible.

14. Emergency Evacuation Procedures

- 14.1. All employees are to be trained in emergency evacuation procedures in accordance with the relevant Australian Standards.
- 14.2. Emergency evacuation drills will be undertaken with staff every <INSET FREQUENCY>.
- 14.3. All relevant emergency evacuation signage for the public will be displayed and maintained at all times.

15. Responsible Service of Alcohol – Licensed Premises (Include only where relevant)

- 15.1. Patrons shall not be supplied alcohol premises outside the premises' licensed area.
- 15.2. All employees are to be trained to establish good customer relations in order to provide the highest standard of service. Regular meetings and training sessions will be held to maintain these standards.
- 15.3. The following operational policies for the responsible service of alcohol shall apply at all times, together with the NSW Liquor and Gaming "[Liquor Promotions Guidelines](#)", and "[Intoxication Guidelines](#)".
- 15.4. All managers and staff employed at the premises shall complete an approved course in the Responsible Service of Alcohol unless they have completed one within the last five years.
- 15.5. The proprietor/licensee shall not engage in any liquor promotion that is likely to promote the irresponsible service or consumption of liquor.
- 15.6. The proprietor/licensee will endeavour to prevent any intoxicated persons to enter the premises.
- 15.7. The premises will promote the service of non-alcoholic beverages and food.
- 15.8. The premises will not permit intoxication or any indecent, violent nor quarrelsome conduct on or near the venue.

- 15.9. Any person causing disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period determined by the licensee.
- 15.10. The barring of a patron will be at the discretion of the proprietor/licensee or duty manager and will be recorded in an appropriate ledger, detailing the patron's full name, the nature of the incident and the terms of the entry restrictions imposed.
- 15.11. No person under the age of 18 shall be served alcohol on or off the premises.
- 15.12. No person under the age of 18 years shall be admitted to the premises unless in the company of a responsible adult and then only into the part of the premises which is subject to the minor's area authorisation.
- 15.13. Production of photographic identification will be required where the age of a person seeking to enter the premises is an issue. The only acceptable proof of age identification will be:
- A current photo driver's license; or
 - A NSW photo card; or
 - A current Passport; or
 - A Proof of Age Card issued by a Public Authority of the Commonwealth or another State or Territory.
- 15.14. Low-alcohol beer and non-alcoholic beverages will be available at all times when full-strength liquor is available in the premises.
- 15.15. Food will be available whenever alcohol is available for consumption in the premises.
- 15.16. No alcohol in the form commonly known as "shots" shall be sold, served, or supplied in the premises after <INSERT TIME>.
- 15.17. Management may restrict the sale of "shots" at the premises at other times.
- 15.18. Staff will assist patrons in arranging safe transport from the premises to home and will arrange for a taxi to collect any patron when he or she requests such a service.
- 15.19. The proprietor/licensee will arrange for signage to be erected for the information of patrons, and a designated pick-up area made available by the premises for Taxis and Uber vehicles.

- 15.20. Staff will, on request, escort any patron to a taxi or Uber, in the immediate vicinity of the premises.
- 15.21. All conditions imposed on the premises' liquor licence shall be met.
- 15.22. Mandatory closure periods on the sale of alcohol as prescribed by the Liquor Act 2007 will be maintained.

16. Responsible Service of Alcohol – Additional measures if trading after midnight (Include only where relevant or as deemed necessary)

- 16.1. In addition to the various requirements set out above, it is proposed that additional measures and practices will be implemented in this regard and the following restrictions will apply after midnight when the hotel is trading:
 - No drinks commonly referred to as shots, slammers or bombs are to be sold or supplied.
 - No drink that contains more than 30 ml of spirits will be sold or supplied.
 - Limit of one drink per person.
 - No alcoholic drink is to be sold or supplied which is mixed with an energy drink.
- 16.2. The sale of liquor will cease at <INSERT DAYS/TIMES>.

17. CCTV conditions (Include only where relevant or as deemed necessary)

- 17.1. The licensee shall install and maintain surveillance cameras and recorders to monitor and record activities in:
 - the public areas of the premises including its entrances, bars, and gaming areas; and
 - the exterior of the premises.
- 17.2. Recordings are to be made continuously, whilst the premises is open for business and continue for 1 hour after the premises ceases trading.

- 17.3. CCTV cameras at doorways must record footage of a nature and quality which can be used to identify any person recorded. All other cameras must record footage of a nature and quality which can be used to recognise a person recorded by the camera or as best achievable with current technology.
- 17.4. The time and date must automatically be noted on all recordings. All recordings are to be kept for a period of thirty (30) days before they can be re-used or destroyed. Any recording (or a copy thereof) is to be provided to the Police or other regulatory officers within a reasonable time following a written request for CCTV footage.
- 17.5. Each camera of the CCTV system is to record at a minimum of 15 frames per second. If requested by Police or any regulatory officer, the licensee is to archive any recording until such time as it is no longer required by that officer or authority.
- 17.6. Recordings are to be made in a common media or should be accompanied by applicable viewing software to enable viewing.
- 17.7. The CCTV control system should be located in the office of the premises and only be accessible to authorised personnel.
- 17.8. If the CCTV system is not operational, immediate steps are to be taken by the licensee to ensure that it is returned to a fully operational condition as soon as possible.

18. Provision of Security Staff (Include only where relevant or as deemed necessary)

- 18.1. That the premises engages licensed security operatives as crowd controllers/bouncers to conduct patrols and observations of persons in the vicinity of the site. Details are as per below:
 - <INSERT> Number of security staff
 - <INSERT> Frequency of patrols
 - <INSERT> Hours of patrols
 - <INSERT> Physical extent of patrolled area
 - <INSERT> Additional measures provided on large events e.g. New Years Eve
- 18.2. The proprietor/licensee or a member of staff who is designated by the proprietor/licensee to be responsible for security shall be on duty at all times the premises is open for trade.

- 18.3. In addition to that person, the proprietor/licensee shall arrange for the provision of security officers to be on duty at the premises at specified times. Also see the additional requirements to apply on any day that the premises trades after midnight set out under the heading "Additional Measures to Apply on any Days that the Premises Trades After Midnight".
- 18.4. A security officer working at the Premises shall:
- Report to the proprietor/licensee or duty manager before commencing duty to obtain a briefing on any specific duties to be addressed. Those duties may include patrolling in the vicinity of the premises.
 - Request any patron – on or in the vicinity of the premises - to behave in a quiet and orderly manner and to have regard for nearby residents if that request is considered necessary or appropriate.
 - Prevent any person detected as intoxicated entering the premises and bring to the notice of the proprietor/licensee or duty manager any person in the premises who might be considered intoxicated.
 - Take all reasonable steps to prevent patrons leaving the premises with open drinking containers.
 - Record details of any incidents in a logbook.
 - At the end of each shift bring any incidents recorded in the logbook and the actions taken in response to them to the attention of the proprietor/licensee or duty manager and ensure they are entered into the premises' Incident Register.
 - At closing time, monitor patron behaviour in the vicinity of the premises until all patrons have left the premises, taking all practical steps to ensure the quiet and orderly departure of patrons.
 - Security officers are to take all practical steps to ensure that patrons leaving the premises do not loiter or linger in the area or cause nuisance or annoyance to the neighbourhood.
 - Co-operate with Police and any other private security personnel operating in the vicinity of the premises.
 - During normal trading hours the licensee shall arrange for one security officer to be present at the premises from <INSERT> until 15 minutes after the premises ceases to trade.
 - The proprietor/licensee will arrange for additional security operatives to be present if required.

- Notwithstanding these arrangements, the proprietor/licensee shall ensure that adequate staff or licensed security officers are employed to supervise the running of the premises at all times and to patrol, at least, the vicinity of the premises.
- Each security officer is to have a communication device to allow communication with any other officer on duty, the licensee or duty manager.
- Security officers conducting patrols in the vicinity of the premises are to wear reflective vests so as to be easily identified as security staff.
- The proprietor/licensee shall keep an incident register in which all incidents recorded at or in the vicinity of the premises which involved premises patrons shall be recorded. The licensee shall make the incident register available to Police, Council officers or Liquor and Gaming NSW officers upon receipt of a request to do so and will assist in identifying and resolving any incidents relating to any matters at, or in the vicinity of, the premises.

19. Provision of Security Staff - Additional measures to apply when trading after midnight (Include only where relevant or as deemed necessary)

- 19.1. In addition to the various requirements set out above, it is proposed that additional measures and practices will be implemented in this regard and the following restrictions will apply after midnight when the premises is trading:
- The licensee shall arrange for one security officer to be present at the hotel from <INSERT> until 15 minutes after the premises ceases to trade. The Licensee will arrange for additional security operatives to be present if required.
 - The guards will wear high visibility vests from 10pm each night with the word "security" prominently displayed. Guards will have a communication device to allow communication with other security, the licensee or duty manager of the hotel.
 - At closing time, a security officer is to be stationed outside the hotel to assist with the orderly dispersal of patrons and the licensee will liaise

with the Police as to the most suitable location for these officers to be stationed from time to time.

20. Live Music or Performances (Include only where relevant or as deemed necessary)

- 20.1. Provision of live music or entertainment will not breach relevant development consent conditions or liquor licensing conditions except as otherwise permitted by overarching legislation.