

Minutes of the Flemington LAC Liquor Accord Meeting held at DOOLEYS Lidcombe Catholic Club

Tuesday 10th August 2010 at 24-28 John St, Lidcombe

Attendees:

David Mantle (Chairman), Nathan Titmuss (Treasurer), Helen Yiangou (Secretary), John Belfanti (DOOLEYS), Nathan Alexander (Strathfield Hotel), Mark Brisby (Auburn Council), Robert Lawrence (Auburn Council), Alan Wardle (Novotel Olympic Park), Tony O'Donnell (Sydney Showground), Peter Denmead (DOOLEYS), Yu Hunyu Ye (Hings), Owen Madden (Carnarvon Golf Club), Tony Carter (Novotel SOP), Damien Smith (Acer Arena), Sarah Morgan (Berala Hotel), Robert Monaghan (Flemington Police), Veronica Mally (Railway Hotel), Matthew Jeboult (Keighery Hotel), Darrell Spence (Auburn RSLBC), Graham Mckenzie (Strathfield Plaza Woolworths), John Seward (JAC Security Novotel), Louise Goddard (RAS/SS), Peter Moses (HLW Homebush Bay), Sue Max (ANZ Stadium SOP), Hak Jae Lee (Lidcombe BBQ Restaurant), Gabi Nehme (JGG Security), Vicky Kotkiewicz (DOOLEYS), Yuval Yaari (Lighthouse Security), Dana McErlane (Castle Hampers), Janis Greenaway (Chrisco Hampers), Jonathan Kiddey (Pullman SOP), David Humphreys (Acer Arena), Ben Jessimer (SOP Sports Centre), B. Milosevic (Strathfield Golf Club), Petwilai Barrangpattaha (Hithai Restaurant), Joel Ignacio (Sizzling Fillo Restaurant), Bruce McMullen (Brown-Forman Aust), Tony Edwards (Acer Arena), Mark Besant (OLGR), Glen Fraser (Auburn Tennis Club), Nabil Mekdessi (Woolworths Liquor (Newington)), Ian Brigham (ANZ Stadium), Wennard Hoo (Woolworths Auburn), Nathan Goode (Horse & Jockey Hotel), John Ross (Lidcombe Bowling Club), John (Lighthouse Protection), Eddie Cofie (SOPAL SOP), Paul Pellegrini (Auburn Hotel), Steve Ellis (Auburn Hotel), Amulya Sthapit (DOOLEYS), Eddie Kiosoff (Regents Park Sporting Club), Rod Ashley (Lidcombe Hotel), Phillip Gagliano (Auburn Police), Megan Dessent (Markets Hotel), Geoff Jansen (Markets Hotel), George Macri (Strathfield Superbowl), Phillip Mckenzie (Village Tavern Auburn), Benjamin (Regents Park Hotel), Siong Mahe Pese (Belmore Jag Security), Kylie Beckett (Newington Armory Wharf Café), Carla Symons (SOP Golf Centre), Carol Simpson (Crossways Hotel), Suzy Bruckdorfer (Lidcombe Bowling Club), Michael Chau (Strathfield Council)

Apologies:

Patrick Pignaatro (Royal Oak), Peter Nicolle (Flemington LAC), Mayor Tony Maroun (Strathfield Council), Margaret Ward (Auburn RSL Club), Gareth MacDougall (Paddy's Brewery), Carina Bebedellis (GT Café), Seung Hong (Strapocha Restaurant), Steve Grove Jones (Horse & Jockey – Laundry Pubs), Mayor Hicham Zraika (Auburn Council), Marcelo Veloz (DOOLEYS)

David Mantle (Chairman) opened the meeting at 10.10am and welcomed all in attendance at the meeting.

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Review Minutes 11th May 2010

David Mantle tabled the minutes of the last meeting held 11th May 2010 and noted as they had been circulated, would take as read and asked for questions. In absence of questions David Mantle asked that those minutes be adopted.

Moved and seconded to adopt the minutes. Carried

David Mantle advised that fees must be paid and email addresses must be supplied to Helen Yiangou as this will be the method of communication.

Flemington LAC

Sgt Phillip Gagliano raised the following:

Immediately after the person in charge of the licensed premises becomes aware of an incident involving an act of violence causing an injury to a person on the premises, the person must:

1. Take all practical steps to preserve and keep intact the area where the act of violence occurred, and retain all material and implements associated with the act of violence including:
 - a. Determine the scene e.g. perimeter and location
 - b. Prevent access to and secure the scene by placing a person to guard the area.
 - c. Make inquiries to identify the assailant/s where appropriate, and request witnesses remain within the licensed premises until police arrive – If not, record all witnesses particulars where practical.
 - d. Leave and do not touch any items associated with the act of violence, such as weapons, broken glass, blood etc
 - e. DO NOT clean up or interfere (e.g. Move furniture) with crime scenes. (Interfering with evidence may constitute an offence, leaving you liable to prosecution, and/or result in the closure of the premises).
 - f. Record all information into notebooks/incident registers ensuring names, security no., specific tasks and/or involvements of each person are recorded.
 - g. Provide all records in notebooks/incident registers to police
2. Make direct and personal contact with the Local Area Commander or delegate, and advise the Commander or delegate of the incident.
3. Comply with all directions given by the Commander or delegate to preserve or keep intact the area where the act of violence occurred.
 - RTA has issued drivers licences to instruct managers and security to identify persons under 18.
 - Be mindful of drinks being served
 - Smoking dispenser machines – can only be operated by staff member of the club

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- RSA register – made available to OLGR and police officer on demand – copy of certificates must be placed in the register

Guest Speaker – Mark Bessant (OLGR)

Mark Bessant said that he is in charge of the inspections now for nearly 6 years.

Mark spoke of the following:

- Run RSA workshops with staff
- Larger venues have a lot more complex issues
- Go to the OLGR website to get information for staff
- Risk Management perspective – designate a manager to go through the website
- Communication between management and staff – best feedback is information from staff
- CCTV – all licences should have them and they should be viewed
- Review operational procedures
- RSA marshals – responsible for identifying intoxicated patrons
- Training should be an ongoing thing
- Incident registers – all venues should have an incident register and must be maintained – all information should be recorded and they should be reviewed daily or weekly and all steps to be recorded of incident

Alcohol Management Operations Register (AMOR)

This register provides an overview of the venue and identifies areas where minors are allowed, and lists the mandatory and voluntary RSA practices.

- It is elective – AMOR is not an enforcement tool. There is no legal requirement to have one.
- A good training tool – provides an overview of the venue and mandatory and venue requirements.
- Identifies mandatory and voluntary RSA procedures – helps to ensure compliance.
- Helps identify gaps in operations
- Help is available – contact the Strategic Enforcement Branch on 9995-0409

Risk Indicators for Safety and Quality

OLGR gives clear, transparent and consistent evaluation and feedback to venues through a formal report that details a RISQ rating.

A RISQ rating is an OLGR venue specific evaluation expressed as a risk category (low risk, moderate risk, high risk, extreme risk). The rating is calculated using a formula from information gained from an audit and environment factors.

Venue's compliance program

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To ensure your venue's on-going commitment to compliance, we encourage you to create a compliance folder containing a written compliance program for your venue.

The compliance folder should serve as a tool for your staff, RSA marshal and security, providing them with a ready reference to all aspects of your operations and how to comply with legal requirements and licence conditions. The essential documents to be included in the folder are:

- a. A copy of your liquor licence clearly articulating your venue's licence conditions
- b. An alcohol management operations register (AMOR). The register should be updated quarterly to reflect the current status of the liquor licence and changes to the venue's operation. A copy of the register can be downloaded from the OLGR website
- c. A copy of your venue policy
- d. A copy of your venue's procedures of recording alcohol related incidents
- e. A copy of your venue's procedures of dealing with minors
- f. A copy of your venue's procedures of recording crimes
- g. A copy of your current floor plan outlining your venue's restricted and authorised areas
- h. A copy of the most recently completed OLGR self audit checklist, signed by the licensee stating that all issues in the checklist have been attended to and breaches have rectified. The checklists for specific licence types can be downloaded from the OLGR website
- i. A copy of minutes of staff meetings and memos
- j. The latest OLGR quarterly Liquor & Gaming bulletin and monthly ENews. You may also wish to keep a folder of previous editions for staff's reference.
- k. A list of staff training activities and subjects covered. Include attendance sheets for any internally conducted training
- l. A copy of your staff induction handbook, if applicable. Also include a document signed by staff indicating they have read the handbook contents
- m. A copy of memos issued by peak industry bodies informing of legislative change. Also include a document signed by staff indicating they have read and understood the articles in the memos
- n. A list of barred patrons from your venue i.e. names, date of barring and self-exclusion agreement
- o. A list of your affiliated gambling service provider and their approved self exclusion scheme
- p. A list of key contacts for your liquor accord
- q. A signed document stating that staff have read and understand the contents of the folder

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Intoxication guidelines

You must always have due regard to the following objectives of the liquor laws:

- Need to minimise harm associated with the misuse and abuse of liquor
- Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor
- Ensure that the sale, supply and consumption of liquor contributes to, and does not detract from, the amenity of community life.

What is the law?

The NSW Liquor Act 2007 (Section 5) states that a person is intoxicated if:

- a. the person's speech, balance, co-ordination or behaviour is noticeably affected, and
- b. it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor

Under the NSW liquor laws licensees and staff must ensure that patrons do not become intoxicated. Intoxicated persons are to be removed from the premises immediately or refused entry onto the licensed premises.

A licensee is liable for permitting intoxication if an intoxicated person is detected by authorised officers (police officer, OLGR inspector) on the premises. This offence applies regardless of whether the intoxicated person is still drinking on the licensed premises.

Handling glassing incidents in your venue

Glassing incidents are constantly in the news, no matter where the incident takes place. As licensees know, the use of glass vessels in risk periods is the subject of much discussion by the industry, regulators and the community.

Lately, OLGR has seen a dramatic shift by licensees who want to keep their patrons safe from glassing incidents.

A lot of venues are adopting the recommendations of OLGR liquor licence inspectors regarding limiting glass on their premises.

For instance, some licensed venues are using PCV (polycarbonate) containers from 10.00pm in their sports bars, but continuing to use glass in their restaurants.

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Committee Overview

David Mantle said that the Committee have developed a Business Plan (as previously circulated)

Outcomes from the Committee meetings are as follows:

- Adopt Flemington LAC Accord to a no shots or shooters policy – all agreed
- Invite security companies to join the Accord and attend meetings
- PCA offences and consideration – to consider the purchase of Alco Unit which could be hired or made available to accord members for limited for limited times to address or promote drink driving issues – to be referred back to the committee for discussion
- Community bus driving scheme – if any licences are interest in a community bus to email the committee
- Involve both Auburn & Strathfield council to join & participate in meetings and assist in identifying alcohol related issues
- To develop of website – all depends on finance
- Issue of super spirits (Rice Wines) sold in restaurants in particular Korean Restaurants – the committee to develop a policy for the accord to consider
- Restaurants selling jugs of beer. This s also an issue in particular with Korean Restaurants. Hotels and Clubs in the Flemington LAC all stopped the practice years ago for the purpose of responsible service – the committee to discuss at next meeting

AGM – hand over to Phillip Gagliano to call for committee nominations.

David Mantle thanked Phil Gagliano and Peter Nicole for support, consultative approach and success within the LAC.

Call for nominations.

Chairperson	David Mantle	-	Dooleys
Vice Chairperson	Patrick Pignataro	-	Royal Oak Hotel
Treasurer	Nathan Titmuss	-	Dooleys
Committee	Tony Edwards	-	Acer Arena
	Glen Fraser	-	Auburn Tennis Club
	Hak Jae Lee	-	Lidcombe Charcoal BBQ
Secretary	Helen Yiangou	-	Dooleys

David Mantle thanked the Committee.

David Mantle said that feedback is required with any issues so it can be placed on the Committee agenda for discussion.

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General Business

Geoffrey from Markets Hotel said a thank you letter should be sent to Phil Gagliano and Peter Nicole from the Accor for their support and assistance.

David Mantle thanked all at the meeting and closed the meeting at 11.15am

Next meeting to be held Tuesday 9th November 2010.

David Mantle
Chairperson

Date.....