

CITY OF MARIBYRNONG

**RECEIVED**

**01/02/2023**

URBAN PLANNING

# EVENTS BY JACKS

CITY OF MARIBYRNONG  
**ADVERTISED PLAN**

# VENUE MANAGEMENT PLAN



## **1 Introduction**

1.1 Trading as Events By Jacks is located at **Jacks Magazine, Magazine Way, Maribyrnong 3032**

1.2 The site is used as a event space and liquor is supplied under an On Premises liquor licence.

1.3 The objective of the plan is to provide a safe and secure environment for the venues patrons and to mitigate against the potential for amenity and noise impacts by Events By Jacks on neighbouring land users.

1.4 Patrons at the bar must conform at all times to Events By Jacks "Patron Code of Conduct".

1.5 The success of the venue is dependent on strict implementation of this plan. Key tasks include FOH staff ensuring that RSA principles are always followed.

1.6 Staff and cleaning staff have a critical role in ensuring that the outside of the premises is clean at all times, and bottles and other refuse are removed as efficiently as possible.

## **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 complex.

2.2 The plan also addresses the requirements of the VCGLR, local Police and the City of Melbourne.

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 Events By Jacks
- Minimise security and safety risks in and around Events By Jacks
- Ensure compliance with the conditions of the liquor licence.
- Ensure the cleanliness of the outside areas of the premises.

## **4. Patron Management**

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.

## **4 The Liquor Licence**

5.1 Events By Jacks is the Licensee endorsed on the On Premises Liquor Licence for the premises.

## **6. Trading Hours**

6.1 The trading hours for consumption on the licensed premise

**Good Friday and Anzac Day Between 12 noon and 11:00pm.**

**Monday – Wednesday Between 8am and 6:00pm**

**Thursday - Saturday Between 8am and 11:00pm**

**Sunday Between 8am and 6.00pm**

## **7. Patron Numbers**

7.1 Capacity for Events By Jacks - patron numbers will be limited to 200 for all active areas

## **8. Staff Numbers**

8.1 Staff numbers will vary depending upon demand but it is envisaged that occasionally up to 15 staff may be required on any time, these would include Events By Jacks bar staff, and management as well as outside catering waiters, kitchen hands and chefs, as well as band members.

## **9 Red Line Plans**

9.1 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.

## **10. Statutory Posters**

8.1 The statutory posters must be placed in a prominent position within the bar in a place that invites public attention.

8.2 Events By Jacks venue manager will ensure that posters are kept up to date at all times.

## **9 Responsible Service of Alcohol**

9.1 The Licensee and management are committed to implement best practice in relation to the Responsible Service of Alcohol.

9.2 The management of RSA, its registers and other related matters is the responsibility of the Licensee's Manager.

9.3 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.

9.4 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.

9.5 Any deviation from best practice can result in fines that may be against the licence holders, or the venues staff.

9.6 Management and Staff are strongly advised to check on the VCGLR 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.

9.7 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.

9.8 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.

9.9 A copy of the refresher certificate must be filed in the licensees RSA folder and the details included in the RSA Register.

9.10 The RSA Register will be kept in the compliance case that must be available for inspection at all times that Events By Jacks is operational.

9.11 The RSA container is to be stored in the Manager's Office at all times and

be available for inspection on request by the relevant authorities.

## **10 Minors**

10.1 Minors are a difficult issue in all licensed premises especially where functions are being conducted. 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 venue manager or security. All ID checks should take place under a CCTV camera.

10.2 All staff should be vigilant and proactive in detecting minors on the premises. If there is any doubt refuse service and contact the licensee, Venue manager or a crowd controller to make further enquiries prior to service being offered to the patron.

10.3 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.

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

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

10.5 The Licensee, its 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.

## **11 Legal exceptions**

11.1 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
- 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.

11.2 It is the Licensee's policy that minors may be on the premises for a formal function or at an appropriate entertainment event.

11.3 On these occasions the minor must be in the company of a "Responsible Adult".

11.4 On these occasions minors are not permitted to drink unless they are partaking of a substantial meal with their parent or guardian as part of a function or entertainment event.

11.5 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.

## **12. Security**

12.1 When security are engaged, the following policies will apply.

12.2 All security staff and crowd controllers are currently supplied by contractors and are not directly employed by Events By Jacks

12.3 The Contractor has the responsibility to:

- (a) Provide Crowd Controllers 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 Controllers Licence.
- (e) Ensure that Crowd Controllers have an individual number in their possession and appropriately displayed.
- (f) Radios are to provided to all security staff.

12.4 All staff are to be licensed under the Private Security Act 2004. They are to always carry their licence with them.

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

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

12.7 Crowd Controllers must ensure that the "Patron Code of Conduct" is followed at all times.

12.8 Crowd controllers are responsible for monitoring the number of patrons on the premises while signed on.

## **14. Patron Behaviour**

14.1 Patron behaviour is generally detailed in the “Code of Conduct”. 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.

## **15 Patrons Entering & Leaving Jacks Magazine**

15.1 All Patrons who have driven and wish to park their car, will do so primarily at the Magazine way carpark and subject to availability Pipemakers Park northern carpark (see traffic management plan)

15.2 During daytime operations, buses, taxis, and Ubers drop-off area will be at the Jacks Magazine forecourt.

15.3 Guests will walk or be transported via an electric vehicle by security, while the carpark will be manned by a traffic coordinator during event hours.

15.4 Once the event begins, guests will always be directed on where to go via our event coordinator and/or staff to the relevant areas.

15.3 During night-time operation, all pickup vehicles (including buses) will wait at the Pipe Makers Park carpark and guests will be transported back and forth via electric vehicles. This will significantly reduce any noise in residential areas.

15.4 At the conclusion of the event at night, guests will be marshalled and loaded into the electric vehicles within the Jacks Magazine complex to minimise noise.

15.5 We aim to have everyone offsite and locked up by 12 pm

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

15.7 Crowd controllers ask patrons to exit quietly and respect our neighbours.

15.8 Crowd controllers ensure people don't loiter in the car park and get on the appropriate buses.

15.9 Exits and external are monitored by CCTV

## **16 Noise Management**

Management at Events By Jacks strive to ensure that the venue does not have a negative impact on the amenity of anybody in the vicinity.

Events By Jacks is predominately an event space so will have amplified music.

We aim to limit this through sound proofing the buildings in use, as well as limiting the use of amplified music to between 10am-11pm.

16.1 Events By Jacks have contracted a sound engineer, Marshall Day, of Noise Consulting, to carry out an acoustic test to establish what music levels under which the venue can operate, which is in accordance with state law policy, SEPP N-2. (More information can be found on Marshall Day's Environmental noise assessment, Appendix D)

16.2 The Music limits had been programmed on the amplifiers to comply with SEPP N-2. The limiter is set to 84Db (a) for outdoors background music and 97 (a) for indoor music.

16.3 Live music if played will adhere strictly to licence conditions.

## **17 Cleaning/Waste Management**

17.1 Events By Jacks has a responsibility to ensure that rubbish generated by the venue and its patrons are cleaned on a regular basis.

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

17.3 Cleaners will clean the inside of the bar on an ongoing basis

17.4 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

## **18 Emergency situations**

18.1 Staff have a vital roll in dealing if emergency situations. The situations may include'

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

18.2 In the event of a major emergency staff and crowd controllers must be aware of the bars emergency management procedures in particular the location of all emergency exits and the location of safety equipment.

18.3 Staff and Crowd Controllers must be able to assist with the containment of the situation as well as the evacuation of the premises.



18.4 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 venue manager as soon as possible and an incident report completed detailing the steps taken to remove such hazard.

## **19 Security Lighting**

19.1 Events By Jacks has low level security lighting that does not impact on neighbours.

## **20 Incident reporting**

20.1 Incident Reporting is a vital task in the management of incidents that occur in and around Jacks Magazine. In all instances where the following occur an incident report must be prepared by the venue manager or the venue manager must ensure that the task is appropriately delegated and completed:

- (i) For all injuries
- (ii) Accidents occurring in and around Jacks Magazine.
- (iii) Any incident where Police, VCGLR Inspectors, Council Compliance Officers, fire brigade or ambulance attend the premises.
- (iv) On any occasion that a non peaceful ejection takes place.

20.2 A pro forma incident report is reproduced at Appendix B

20.3 All incident reports must be completed as fully as possible and filed in the Office for the information and attention of the Licensee.

20.4 Incident reports are to be consecutively numbered and placed in the Incident folder/register which is located in the Manager's Office

20.5 If an incident is covered by CCTV film then the images must be put onto a hard-drive and stored with the Incident report.

20.6 Where CCTV images are downloaded to a hard-drive a record must be made in the CCTV Register.

20.7 The Licensee and management will ensure Incident Reports are discussed during internal staff meetings.

20.8 Under no circumstances are Incident Reports or comments about incidents to be given to the police, VCGLR Inspectors, City of Melbourne Compliance Officers or to the media without the express consent of the Licensee.

20.9 The Licensees 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.

## **21 Compulsory reporting**

21.1 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 any 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**

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 Complainants.

22.3 All complaints will be entered in the register by the manager or venue manager as soon as possible and brought to the attention of licensee and venue lessee

22.4 The telephone number of the manager or venue manager must be made available to any person making a complaint.

22.5 The Manager or venue 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.

## **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. The standard response of Events By Jacks 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.

## **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. Police can only be contacted with the approval of 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 VCGLR 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 VCGLR Compliance Officers an Incident Report must be prepared and any relevant material such as camera images must be attached.
- Incident reports are to be handed to the venue manager or licensee as soon as possible.

## **24. Calling Police**

24.1 Contact the licensee or the venue manager before calling any services.

Police assistance call Police Communications Centre "000"

## **25 Community Consultation**

25.1 The licensee and management of Company name are committed to being a member of the City of Melbourne Licensees' Accord.

## **26 Smoking**

26.1 Jacks Magazine is a smoke free venue, off site smoking is only permitted in the designated smoking area. Signage is erected in designated areas. Staff and crowd controllers encourage smokers to use designated smoking areas

## **Appendix "A" – Notice to Patrons Leaving Venue**

# **NOTICE**

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

## **Appendix B – Incident Report**

### **Events By Jacks**

#### **INCIDENT REPORT**

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 \_\_\_ / \_\_\_ / \_\_\_

**You MUST also complete the crowd controllers register.**

## Appendix C – Incident Report

No.	Date Received	Complaint Details (Who, what, when, where, why, Policy No., amount involved etc.)	Complainant	Reported to who & when	Investigation details, progress, outcome, changes in procedures, Compliance Issues, training, who resolved complaint and how, client reaction, resolved in favour of client / ourselves or mutual agreement.	Is this a Breach of any Code (Y/N), Nominate Code accordingly.

<b>No.</b>	<b>Date Received</b>	<b>Complaint Details (Who, what, when, where, why, Policy No., amount involved etc.)</b>	<b>Complainant</b>	<b>Reported to who &amp; when</b>	<b>Investigation details, progress, outcome, changes in procedures, Compliance Issues, training, who resolved complaint and how, client reaction, resolved in favour of client / ourselves or mutual agreement.</b>	<b>Is this a Breach of any Code (Y/N), Nominate Code accordingly.</b>