

## Appendix A

### LIQUOR CONTROL REFORM ACT 1998

#### ENFORCEABLE UNDERTAKING

#### SECTION 133F

**The commitments in this Undertaking are offered to the Victorian Commission for Gambling and Liquor Regulation (the Commission) by Jack Poon (the Licensee).**

1. Description of the Licensee and other particulars:-

- 1.1 The licensee holds Late night (on-premises) Licence 32284032 (the licence) trading as Karaoke Box Hit Studio in respect of premises 52 La Trobe, Melbourne 3000 (the Premises).
- 1.2 By Notice dated 30 March 2015 (the Notice) the Commission determined, pursuant to section 90 of the *Liquor Control Reform Act 1998* (the Act) to, of its own initiative pursuant to section 91(1)(a) of the Act, conduct an inquiry into whether there are grounds to take disciplinary action in relation to the liquor licence.
- 1.3 The Notice contained 10 grounds with particulars alleging contraventions between 15 February 2009 and 4 October 2014.
- 1.4 In response to the Notice, the Licensee filed a Submission dated 27 April 2015 in which, save for the incidents which occurred on 4 October 2014, admissions were made in respect of the remaining particulars.
2. On 21 May 2015 the Commission conducted an inquiry pursuant to section 91 of the Act at which the Licensee and Edward Arthur Hart of *Ted Hart and Associates* were called to give evidence. The incidents which occurred on 4 October 2014 were the subject of further investigation at the hearing.
3. At the conclusion of the evidence on that day, the Commission made a finding that it was satisfied that each of the grounds to take disciplinary action against the licensee were established and that to enable the Commission to make a determination pursuant to section 93 of the Act the inquiry be adjourned to enable the licensee to provide further materials including a detailed Management Plan, an Enforceable Undertaking pursuant to section 133F of the Act, a detailed Occupation Description of an Operations Manager and other documents in support.

4. The Undertaking given by the Licensee

- 4.1 The Licensee gives the following Undertaking to the Commission pursuant to section 133F(1) of the Act:-

4.2 On or before 30 June 2015:-

- (a) To engage or employ an Operations Manager whose duties and responsibilities are contained in the document attached hereto and marked "A" - **Operations Manager Karaoke Box Hit Studio Role and Duties,**
- (b) To prepare a **Patron Management Plan** in the form of the document attached and marked "B"
- (c) To install and maintain video cameras, as part of the surveillance recording system at the premises, which provide recordable colour images,
- (d) To install and maintain a CCTV colour monitor with a screen size of not less than 42 inches diagonal on each floor of the licensed premises capable of displaying images taken in each cubicle and the corridors on each floor either simultaneously or sequentially,
- (e) To ensure that any liquor provided by the Licensee in jugs or similar containers shall be served in accordance with RSA standards and the Patron Management Plan and shall, if it contains any spirit, be served only as a pre-mixed drink.

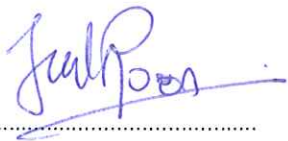
4.3 At all times he is the holder of the licence:-

- (a) He shall engage or employ an Operations Manager to perform the role and duties referred to above,
- (b) Ensure that the Patron Management Plan is implemented and enforced in every particular and further, by reference to the Notice and adopting its numbering, identifies in the Patron Management Plan (PMP) the measures introduced to ensure compliance:-
  - (i) Para 6.1 of Notice                      Para 10 of PMP,
  - (ii) Para 6.2                                      Para 5.3,
  - (iii) Para 6.3                                     Paras 10 and 15,
  - (iv) Para 6.4                                     Paras 5.3 and 10,
  - (v) Para 6.5                                     Para 5.1 and 5.2,
  - (vi) Para 6.6                                    Paras 11, 10 and 15,
  - (vii) Para 6.7                                    Para 15,
  - (viii) Para 6.8                                  Para 10,11 and 15,
  - (ix) Para 6.9                                    Para 10,
  - (x) Para 6.10                                  Para 7, 15, 10 and 8.
- (c) He shall conduct monthly meetings of all management and staff to ensure continuing implementation of the Patron Management Plan filed with the

Commission together with any issues which arise relating to the operation of the premises.

- (d) Ensure all management and staff shall, before being engaged or employed, acknowledge in writing that they have read and understood the contents of the Patron Management Plan.

4.4 Ensure that all provisions relating to the operation of the premises are subject to regular auditing in accordance with the Liquor Licensing Audit a copy of which is attached and marked "C".



Signed by Jack Poon

in the presence of

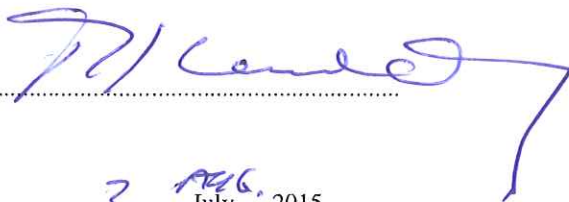
YUKI HASEGAWA

長谷川友貴 3163  
13/125 Grange Rd, Glenhuntly, VIC, 3163

Dated 29 of July 2015

A copy of this undertaking shall be retained at the licensed premises and produced for inspection on being asked to do so by a member of the police force or a compliance inspector.

ACCEPTED by the Victorian Commission for Gambling and Liquor Regulation



Dated

3 July 2015

“A”

## **Operations Manager Karaoke Box Hit Studio**

### **Role and Duties**

Ensure that the venue is run in a safe, orderly and disciplined manner in accordance with the conditions of the licenses, policy and health and safety requirements and in doing so shall make sure the Patron Management Plan is properly executed:

1. Ensure that a high level of cleanliness is maintained by implementing a cleaning schedule and adherence to best practice;
2. Work in a safe manner, reporting all safety hazards and seeking to minimize hazards to ensure the safety of all employees and customers;
3. Ensure that all health and safety, fire and building regulations and procedures are complied with; and
4. Monitor, supervise and report security and crowd control systems and activities; report to licensee accordingly
5. Report incidents in the Incident Register and forward reports to the Licensee as required (minor/major incidents and accidents)
6. Ensure the Training Register is maintained, up to date and available for inspection at all times to demonstrate employees have completed mandatory training e.g. Responsible Service of Alcohol, security crowd controller license is valid etc.
7. To help and assist the licensee to implement the key initiatives identified in the Patron Management Plan
8. Ensure compliance with the conditions of the liquor license
9. Ensure that the amenity is protected and minimise safety risk in and around the venue.
10. Ensure that the liquor supplied and consumed on the license premises is done so in a lawful and responsible manner.
11. Motivating and educating all the staff on the patron management plan, and make sure the team understand the importance and execute it accordingly.

- 12. Ensure that posters are kept up to date at all times**
- 13. To be present on the premise, if the licensee is not, on the days of Friday, Saturday and any eve of Public holiday from 9:00pm to closing.**
- 14. All bar staff, wait person, and crowd controllers are under your supervision**
- 15. To work together with the licensee on ensuring that the management plan is subjected to external audit and remedy any defects or insufficiencies identified.**
- 16. To have a weekly meeting with the licensee and report accordingly to him.**

“B”

# Karaoke Box Hit Studio

52 Latrobe Street  
Melbourne

## Patron Management Plan

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## **Karaoke Box Hit Studio**

# Patron Management Plan

## 1 Introduction

- 1.1 Karaoke Box Hit Studio is a dedicated karaoke bar situated at 52 Latrobe Street Melbourne.
- 1.2 The licensed premises has 42 dedicated karaoke rooms where patrons can sing, socialise and enjoy good food and alcohol.
- 1.3 The objective of the plan is to provide a safe and secure environment for the bar's patrons whilst ensuring that liquor that is supplied and consumed on the licensed premises is done so in a lawful and responsible manner.
- 1.4 Patrons at the bar must conform at all times to the venue's "Patron Code of Conduct".
- 1.5 Karaoke Box Hit Studios is not a conventional bar. It has 42 separate drinking areas as well as a bar area in the foyer of the venue. The layout of the premises dictates that normal monitoring and security of drinkers needs to be a task shared by management (including an Operations Manager), crowd controllers, service staff and bussies.
- 1.6 In order to ensure the venue complies with best practice innovative solutions need to be put in place and managed to ensure compliance with best practice and the provisions of the *Liquor Control Reform Act 1998*. The key initiatives include:
  - Appointment of an experienced Operations Manager,
  - Mixing of drinks at the bar by bar staff and delivered pre mixed by waiter service rather than the current practice of patrons pouring from bottles purchased.
  - Appointment of RSA Captains, where applicable under paragraph 8.4 of this Plan to be selected from the patrons in each room.
  - Installation of high quality colour cameras in each of the karaoke rooms and in the corridors on each floor,
  - Installation and maintenance of large screen security monitors (min 42 inch) to be established on each floor to be monitored by crowd controllers and staff.
  - Bar staff and waiters to take a more pro active role in Responsible Service of Alcohol.



- 1.7 The above initiatives will be discussed in this plan.
- 1.8 The success and well running of the bar is dependant on strict implementation of this plan. Key tasks include management and bar staff ensuring responsible service and consumption of alcohol and when present security ensuring that patrons conform to the managements policies and adherence to the venues Patrons Code of Conduct.
- 1.9 Either the licensee or Operations Manager shall be present at the premises between 9pm and closing time on Thursday, Friday and Saturday Night or the eve of any public holiday.

## **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 Victorian Commission for Gambling and Liquor Regulation (Commission), local Police and the Melbourne City Council.
- 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 the sale and consumption of alcohol within Karaoke Box Hit Studio.
  - Ensure that liquor that is supplied and consumed on the licensed premises is done so in a lawful and responsible manner.
  - Minimise security and safety risks in and around the venue.
  - Ensure compliance with the conditions of the liquor licence.
  - Ensure the cleanliness of the premises and its immediate surroundings.

## **4 Patron Management Plan and Audit**

- 4.1 The Patron Management Plan will incorporate the following:-
- Appointment of an Operations Manager,
  - Management responsibilities.

- Security Management
- Responsible Service of Alcohol policies
- Amenity Issues
- General Matters including Emergency Management
- Patron Code of Conduct.

4.2 Licensee will hold regular meetings of all staff that will include constant reviews and reinforcement of the plan.

4.3 The licensee shall ensure that the implementation of the management plan is subject to regular independent audits and a report compiled detailing the results of such audits. Ted Hart and Associates have been appointed by the licensee as such auditor.

4.4 Such audits and reports shall be conducted as follows:-

- BI Month for the first 6 months
- Quarterly for 2<sup>nd</sup> 6 months.
- Every 4 months for the second year.
- Every 6 months thereafter.

4.5 Any defects or insufficiencies identified in any audit report shall be addressed within 14 days or as soon as practicable thereafter.

4.6 The licensee shall retain a copy of every audit report compiled in accordance with the above.

## 5 The Liquor Licence

5.1 Late Night (On Premises) Licence No. 32284032

### **TYPE OF LICENCE**

This licence is a late night (on-premises) licence and authorises the licensee to supply liquor on the licensed premises for consumption on the licensed premises during the trading hours specified below.

### **AMENITY**

The licensee shall not cause or permit undue detriment to the amenity of the area to arise out of, or in connection with the use of the premises to which the licence relates during or immediately after the trading hours authorised by this licence.

The licensee shall ensure that the level of noise emitted from the licensed premises shall not exceed the permissible noise levels for entertainment noise as specified in the *State Environment Protection Policy (Control of Music Noise from Public Premises) No.N-2*.

When live or recorded amplified music other than background music is provided:

The licensee shall install and maintain a surveillance recording system able to clearly identify individuals, which shows time and date and provides continuous images of all entrances and exits, the corridors on each floor and all bars and entertainment areas including all cubicles where karaoke occurs.

The surveillance recording system must operate from 30 minutes before the start of the karaoke entertainment until 30 minutes after closure. A copy of the recorded images must be available upon request for immediate viewing or removal by the Victoria Police, or a person authorised in writing by the Director of Liquor Licensing, or otherwise retained for at least 1 month.

All cameras presently installed at the premises are to be properly maintained so as to comply with the above requirements.

Signs, as described below, are to be displayed in all areas subject to camera surveillance. Such signs shall read:  
*"For the safety and security of patrons and staff this area is under electronic surveillance".*

. Crowd controllers, licensed under the *Private Security Act*, are to be employed at a ratio of 2 crowd controllers for the first 100 patrons and 1 crowd controller for each additional 100 patrons or part thereof.

One crowd controller is to be present outside the premises to monitor patrons arriving and departing the premises. Crowd controllers are to be present from 30 minutes before the start of the entertainment being provided, until 30 minutes after closure.

## **MAXIMUM CAPACITY**

300 patrons

## **TRADING HOURS**

Sunday to Thursday Between 12 noon and 1 a.m. the following morning.

Friday, Saturday Between 12 noon and 3 a.m. the following morning.

Anzac Day (Sunday to Thursday) Between 12 noon and 1 a.m. the following morning.

Anzac Day (Friday, Saturday) Between 12 noon and 3 a.m. the following morning.

Public Holidays & the eve of Public Holidays Between 12 noon and 3 a.m. the following morning.

5.2 It is important for management and staff to have a sound understanding of these conditions.

5.3 The Liquor Licence must be displayed in a prominent place that invites inspection by the public at any time the bar is open for trading.

## **6 Red Line Plans**

6.1 The Red Line Plan for the premises must be kept in the manager's office and be available for inspection by Victoria Police, VCGLR Compliance Inspectors at all times the premises is open.

## **7 Statutory Posters**

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

7.2 The licensee and the venues Operation's Manager will ensure that posters are kept up to date at all times.

## **8 Responsible Service of Alcohol**

8.1 Karaoke Box Hit Studio licensee and management are committed to implement best practice in relation to the Responsible Service of Alcohol.

8.1.1 To achieve this the licensee has the following policies,

- All drinks to be poured in accordance with RSA best practice save for beer and wine which may be delivered in bottles.
- No double shots of alcohol (spirits) are to be poured in any pre mixed drinks by bar staff. (Jugs excepted)
- No shots to be delivered to rooms after 11 pm.
- All jugs of mixed drinks (spirits) to be mixed by bar staff at the bar in accordance with RSA standards prior to delivery to rooms.
- Spirits will not be provided in bottles to rooms.
- Wine may be delivered to rooms in bottles with a maximum of two bottles at any one time.
- Patrons will be limited to two 350 mls of beer at any one time.
- Should service be declined to a patron in a room no further drinks will be delivered to that room until the particular patron who has been declined service leaves the premises.

8.2 All staff and in particular alcohol service staff must take a leading role in ensuring the responsible service and consumption of alcohol.

8.2.1 To achieve this,

Bar staff will ensure that all drinks poured by patrons comply with 8.1.1 above.

- Waiting staff will observe patrons when delivering drinks and food and take an active roll in assessing patron sobriety in compliance with RSA best practice.
- Should staff delivering drinks form an opinion that a patron or patrons areas showing signs of intoxication they must inform the licensee or the Operations Manager and the Crowd Controllers at the earliest possible time.
- The Licensee and or Operations Manager and the Crowd Controllers will visit the room to ascertain if further action is required.
- During such visit as above the RSA Captain (see 8.4 below) in the room will firstly be consulted and if necessary the affected patron or patrons will be requested to leave the premises or if necessary be removed from the premises.

#### 8.4 TO ENABLE THE LICENSEE BETTER TO CONDUCT THE OPERATION OF THE PREMISES:-

It is the policy of the licensee that in the event more than 6 patrons are present in any cubicle the licensee shall use his best endeavours to have that group appoint one of its number as the rooms RSA Captain

- 8.5 Generally patrons book a room in advance for a group who wish to come into the venue to sing, have food and partake in alcoholic drinks.
- 8.6 Reception staff will provide identification for each RSA Captain who will have the responsibility of monitoring drinking within the karaoke cubicle as well as being a communication point should a patron be assessed by the Licensee, or the Operations Manager or the Crowd Controllers to be approaching a level of intoxication whereby service may be withdrawn.
- 8.7 Should it be identified by the Licensee, or the Operations Manager or the Crowd Controllers that a patron is nearing intoxication bar staff, waiters and crowd controllers will initially approach the RSA Captain to prescribe measures to prevent such patron becoming intoxicated.
- 8.8 If it is believed that the patron does not respond to this communication then he or she is to be removed from the premises.
- 8.9 The management of RSA, its registers and other related matters is the responsibility of the Licensee and the bars Operations Manager..
- 8.10 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.

- 8.11 Recent changes to the *Liquor Control Reform Act 1998* (“the Act”) have considerably reduced the current defences available to licensees in relation to a drunk or disorderly patron present on their premises.

Previously the Act required that a licensee ensure that drunken or disorderly persons were not on the licensed premises. However, if a licensee could prove they did not know that the drunk or disorderly person was on the premises and they had taken reasonable steps to avoid this, the licensee had a defence to any such charge under the Act.

Now, for a licensee to defend a charge that there was a drunk or disorderly person on the licensed premises, the licensee will need to prove that: The licensee did not know the drunk or disorderly person was on the premises, and all employees, agents, directors and the nominee of the licensee **who were on the premises at the time of the alleged offence**, also did not know the drunk or disorderly person was on the premises; and

That either the licensee or its employees, agents, directors or the nominee had taken reasonable steps to ensure that the drunk or disorderly person was not on the licensed premises.

These amendments have effectively increased the number of people who must take reasonable steps to prevent an offence occurring; and more importantly, must not have been aware of the drunk or disorderly person being on the premises.

As a result, they place a heavier burden on licensees and their employees to ensure that a drunk or disorderly person is not on the licensed premises, and once detected, to remove that person immediately.

The maximum penalty in relation to the offence is 120 penalty units (currently a fine of \$17,713.20).

The amendment will force licensees to exercise stricter control over the management of their premises. Licensees must make sure all employees are aware of the changes to the Act, are adequately trained in the responsible service of alcohol and continually monitor and identify a drunk or disorderly person and remove such a person from the licensed premises.

- 8.12 It is not an offence to have an Intoxicated patron on the premises the offence is to serve an intoxicated person.
- 8.13 Staff need to be very clear on the difference between a drunk person and an intoxicated person. The RSA training details what an intoxicated person is but there is no definition of a drunk person. The general rule is that a drunk person cannot perform the act that he or she needs or wants to undertake. In other words they can,t stand up, they can’t talk, they can’t use a mobile phone. Anything less than that should be seen as intoxicated. (This paragraph is to be read in conjunction with paragraph 13.7 of this plan).

- 8.14 ***If in doubt refer the matter to the licensee or the Operation's Manager.***
- 8.15 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.
- 8.16 Any deviation from best practice can result in fines that may be against the licence holder, or the bar staff.
- 8.17 Management and staff are strongly advised to check on the Commission for Gaming and Liquor Regulations 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.
- 8.18 It is the licensee's policy that 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.
- 8.19 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 Commission website under the heading Alcohol.
- 8.20 A copy of the refresher certificate must be filed in the licensee's RSA folder and the details included in the RSA Register.
- 8.21 The RSA Register will be kept in the compliance case that must be available for inspection at all times that the Karaoke Box Hit Studio is operational.
- 8.22 The RSA register is to be stored in the manager's office at all times and be available for inspection on request by the relevant authorities.

## **9 Minors**

- 9.1 Minors are a difficult issue in all licensed premises. 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 licensee, and or the Operations Manager or the Crowd Controllers.. All ID checks should take place under a CCTV camera.
- 9.2 All staff should be vigilant and pro active in detecting minors on the premises. If there is any doubt refuse service and contact a Crowd Controller to make further enquiries prior to service being offered to the patron.

- 9.3 It is the licensee's policy that minors will not be permitted on the premises except in accordance with the provisions of The Liquor Control Reform Act 1998.
- 9.4 Heavy penalties apply to licensees and staff who, contrary to current legislation, permit minors to:
- Consume liquor, and/or
  - Be on licensed premises.
- 9.5 The venue's licensee, his 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.
- 9.6 Should a minor be identified on the premises by Police, or the Commissions Compliance Inspectors 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.

## **10. Security**

- 10.1 The venue's liquor licence has the following conditions relating to the requirement to have crowd controllers on the premises when live or recorded music is being played above the level of background music. These provisions are:
- Crowd controllers, licensed under the Private Security Act, are to be employed at a ratio of 2 crowd controllers for the first 100 patrons and 1 crowd controller for each additional 100 patrons or part thereof.*
- One crowd controller is to be present outside the premises to monitor patrons arriving and departing the premises. Crowd controllers are to be present from 30 minutes before the start of the entertainment being provided, until 30 minutes after closure.*
- 10.2 As the nature of the business is a karaoke bar, recorded music will always be played when the venue is operational. Accordingly the premises cannot open for normal business without a minimum of 2 crowd controllers being present at all times.
- 10.3 Such crowd controllers must be in place at least 30 minutes prior to trading and 30 minutes after trading has concluded.
- 10.4 Given the nature and layout of the business it is challenging for crowd controllers to effectively monitor 42 rooms however the licensee must meet this challenge.



- 10.5 The licensee shall install an additional down light in each cubicle which cannot be switched off or dimmed from within the cubicle if this has not already occurred.
- 10.6 Each floor is to have a security station with a large screen, minimum 42 inch screen size, that will allow crowd controllers and staff to effectively monitor each room for anti social or excessive drinking behaviour.
- 10.7 Should crowd controllers detect any such behaviour they will radio for assistance and then approach the RSA Captain in the room in an attempt to resolve any issue that may arise.
- 10.8 If the issue cannot be resolved the patron or patrons are to removed from the premises by the licensee.
- 10.9 Crowd controllers are to make themselves fully conversant with the Liquor Licence and the conditions therein .
- 10.10 They are to act under the direction of the venues licensee and operations manager in accordance with this plan.

## **11 Staffing Policies**

- 11.1 All security staff and crowd controllers are currently employed directly by the licensee.
- 11.2 The licensee has the responsibility to:
  - (a) Provide a Crowd Controllers register for his staff.
  - (b) Ensure his staff are appropriately qualified.
  - (c) Ensure his staff sign on and off as required by the *Private Security Act 2004*.
  - (d) Ensure crowd controllers are in possession of their Crowd Controller's Licence.
  - (e) Ensure that crowd controllers have an individual number in their possession and appropriately displayed.
  - (f) Sign the Crowd Controllers register at the end of each night's trading.
- 11.3 All staff are to be licensed under the *Private Security Act 2004*. They are to carry their licence with them at all times.
- 11.4 A current crowd controller's licence must be presented to the licensee or Operations Manager prior to commencing duty.
- 11.5 Crowd controller's must sign on in the Crowd Controller's Register.
- 11.6 The Operations Manager and the security supervisor must inspect all licenses' and ensure all crowd controllers scan their ID's before they are permitted to commence duty.

## **12 Private Security Act 2004**

12.1 *Part 6 of the Private Security Act 2004* is detailed in Appendix E of this document. The venues licensee and Operations Manager as well as security staff are to be fully acquainted with these provisions and must comply strictly thereto.

## **13 Queuing**

13.1 Queuing is not seen to be an issue, however if queuing does take place it will be along the front of the premises in Latrobe Street.

13.2 When queuing does take place one of the key roles for security personnel is to monitor queues and ensure that patrons they allow into the venue are:

- Not already alcohol affected
- Not intoxicated
- Are appropriately dressed
- Are not seen to be undesirable
- Have not previously been banned
- Are NOT MINORS or suspected of being minors.
- Comply with the Patron Code of Conduct.

13.3 Many of the problems that occur within licensed premises can be avoided if security personnel, who have responsibilities at the entrances, are more diligent as to who they let in. It is far easier to reject suspect patrons at the entrance than having to eject a patron from within a busy premises.

13.4 Crowd controllers shall refuse entry to:

- All previously barred patrons
- Any person showing signs of intoxication
- Drunken persons.

13.5 Entry to the premises is on the condition that patrons accept and comply with the "Patron Code of Conduct"

13.6 Other duties will be as directed by the licensee or Operations Manager. At all times, crowd controllers are to monitor the behaviour and intoxication levels of patrons.

13.7 It is a basic policy of the bar that no intoxicated patrons are to be supplied with liquor and any person considered to be drunk is to be removed from the premises in a timely but non-physical manner. All staff are required to be familiar with and implement section 3AB of the Act and the Intoxication Guidelines issued June 2015 by the Commission as per the VCGLR web site. (see

[Http://www.vcglr.vic.gov.au/home/liquor/standard+licence+obligations/serving+intoxicated+patrons/intoxication+guidelines](http://www.vcglr.vic.gov.au/home/liquor/standard+licence+obligations/serving+intoxicated+patrons/intoxication+guidelines)).

#### **14. Patron Behavior**

- 14.1 Patron behaviour is generally detailed in the venues "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 CCTV**

- 15.1 When live or recorded amplified music other than background music is provided the following licence conditions apply.

The licensee shall install and maintain a surveillance recording system able to clearly identify individuals, which shows time and date and provides continuous images of all entrances and exits, bars and entertainment areas including all cubicles where karaoke occurs.

The surveillance recording system must operate from 30 minutes before the start of the karaoke entertainment until 30 minutes after closure. A copy of the recorded images must be available upon request for immediate viewing or removal by the Victoria Police, or a person authorised in writing by the Commission, or otherwise retained for at least one month.

The positioning of the cameras is to be to the satisfaction of the Licensing Inspector.

Signs, as described below, are to be displayed in all areas subject to camera surveillance. Such signs shall read:

*"For the safety and security of patrons and staff this area is under electronic surveillance".*

- 15.2 The licensee has installed high quality colour cameras in each of the venues karaoke rooms.
- 15.3 Vision from these cameras will be displayed on large screens (min 42 inch) in the security area of each floor of the venue.
- 15.4 Crowd controllers, waiters, bussies and management will monitor the screens for signs of anti social behaviour or patrons who are showing signs of intoxication.

- 15.5 The licensee or Operations Manager must ensure that all cameras are operational whenever the bar is in open especially when live or amplified music is being played.
- 15.6 A copy of the recorded images must be available upon request for immediate viewing or removal by the Victoria Police, or a person authorised in writing by the Commission, or otherwise retained for at least one month.
- 15.7 The operations manager or his delegate must be on hand at all times to comply with requests for footage requested as per 15.6 when the venue is operational.
- 15.8 When CCTV footage is downloaded for any reason an entry is to be made in the CCTV Register (Appendix D).
- 15.9 Where Police have requested access to CCTV footage an entry is to be made in the Data Request Register detailing:
  - Date, time and place of the request.
  - Members details making such request.
  - Number of the Related Incident Report
  - Details of whether member took copy of the recording.
- 15.10 Where the Licensee or the operations manager downloads images from the CCTV system an entry should be made in the CCTV register detailing;
  - Date, time and when images were downloaded
  - Reason why images were downloaded
  - Number of the Related Incident Report
- 15.11 On all occasions where images are downloaded copy of the download is to be attached to an Incident Report.
- 15.12 The venue's licensee is the only person authorised to release CCTV footage.
- 15.13 The Operations Manager has the responsibility to manage the CCTV registers
- 15.14 Should staff discover a fault with a camera the matter must be recorded in the CCTV Maintenance Register which is kept in the manager's office. Any such entries are to be brought to the attention of the licensee or Operations Manager as soon as practicable.

## **16 Patrons Leaving the Bar**

- 16.1 Save for emergencies, patrons will leave via the front door.

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

## **17 Noise Management**

17.1 The licensee has a responsibility to ensure that the level of noise emitted from the licensed premises shall not exceed the permissible noise levels for entertainment noise as specified in the *State Environment Protection Policy (Control of Music from Public Premises) No. N-2*. This is a licence condition.

17.2 Any noise complaints are to be dealt with as per this plan's complaint management procedures (see para 19.4 below).

## **18 Cleaning**

18.1 The venue has a responsibility to ensure that rubbish generated by the premises and its patrons is cleaned on a regular basis.

18.2 The licensee or Operations Manager will ensure that the karaoke bar and in the immediate external area is cleaned on a regular basis

18.3 Bussies will clean the inside of the venue on an ongoing basis

18.4 Rubbish is to be placed in the internal storage area to be collected during the normal collection times.

## **19 Emergency situations**

19.1 Staff have a vital role in dealing with emergency situations. The situations may include:

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

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

19.3 Staff and crowd controllers must be able to assist with the containment of the situation as well as the evacuation of the premises.

19.4 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 duty manager

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

## **20 Incident reporting**

20.1 Incident reporting is a vital task in the management of incidents that occur in and around Karaoke Box Hit Studio. In all instances where the following occur an incident report must be prepared by the duty manager or the duty manager must ensure that the task is appropriately delegated and completed:

- (i) For all injuries
- (ii) Accidents occurring in and around the karaoke Hit Box Studio
- (iii) Any incident where Police, Commission 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 CD and stored with the Incident report.

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

20.7 The venue's Operations Manager 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, compliance Inspectors, Melbourne Council compliance officers or to the media without the express consent of the licensee.

## **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 the 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 Complaints.
- 22.3 All complaints will be entered in the register by the licensee or operations manager as soon as possible and brought to the attention of the licensee.
- 22.4 The telephone number of the Operations Manager must be made available to any person making a complaint.
- 22.5 The licensee or operations 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 to media questions is "*Management is investigating the allegation*". Only the Licensee is authorised to release a statement. Do not be goaded into making unqualified or ill-informed comments. They may come back to haunt you.

## **24 VCGLR Compliance Inspectors**

- 24.1 The Commission has Compliance Inspectors whose role is to check licensed premises within Victoria for compliance with the provisions of the *Liquor Control Reform Act 1998*.
- 24.2 The Compliance Inspectors are authorised to:
  - Enter and inspect licensed premises.
  - Require licensees and their staff to answer questions and provide information, documents, records or equipment for inspection
  - Require production of evidence of proof of age and seize liquor from a minor.
  - Seize property as evidence.

- Issue infringement notices.
- 24.3 Unlike Police, Compliance Inspectors do not have the power to arrest anyone and are not able to issue banning notices or apply for exclusion orders. Nor can they issue infringement notices to people for failing to comply with Police directions about a banning notice or exclusion order, or for failing to leave a licensed premises when asked to do so. These powers are more appropriately reserved to Police.
- 24.4 Compliance Inspectors may apply for a warrant to enter premises or initiate proceedings for breaches of the *Liquor Control Reform Act* if they have consent of the Commission.
- 24.5 Compliance Inspectors work in partnership with industry, Victoria Police, the Commission and other government agencies to build a culture of compliance in the liquor licensing industry.
- 24.6 The management and staff of venue are committed to work in conjunction with the Compliance Inspectors to ensure compliance with the law and to keep abreast of industry best practice.
- 24.7 All staff are instructed to assist these inspectors at all times.

## **25 Police attendance**

- 25.1 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 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"
  - Avoid at all times using the term "drunk" in the colloquial sense. If a person is intoxicated or alcohol affected then describe the patron in that terminology.
  - Security personnel are NOT authorised to make any comments to Police or 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 Compliance Inspectors 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 duty manager or Licensee as soon as possible.

## **26. Calling Police**

- 26.1 Contact a manager before calling any services.

### **Police assistance call D24 – “000”**

## **30 Community Consultation**

- 30.1 The licensee is also committed to meeting with stakeholders including local residents , business neighbours and the Melbourne City Council.
- 30.2 The Karaoke Box Hit Studio’s Licensee is committed to being a member of the Melbourne Licensee’s Accord.

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**Appendix “A” – Notice to Patrons Leaving Venue**

**NOTICE**

**We respect our neighbours.  
Please leave the area quietly  
and respect the amenity of the  
area**

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## Appendix B – Incident Report

### KARAOKE BOX HIT STUDIO 52 Latrobe Street Melbourne 3000

#### 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.

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**Appendix C – Amenity / Complaints Register**  
**KARAOKE BOX HIT STUDIO**  
52 Latrobe Street Melbourne 3000

**VENUE:**  
**Lic. No. 32284032**

**AMENITY / COMPLAINTS REGISTER**

<b>Date</b>	<b>Time</b>	<b>Staff Name</b>	<b>Complainant</b>	<b>Category and issue description</b>	<b>Action / Solution</b>

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## Appendix d – CCTV Maintenance Register

### KARAOKE BOX HIT STUDIO

52 Latrobe Street Melbourne 3000

LICENCE No: 32284032

### CCTV MAINTENANCE REGISTER

Date	Time	Staff Name	Time/date displayed on CCTV system screen. (In motion and on removed data CD)	CCTV system operates - 30 minutes before start of entertainment	CCTV/Image available immediately on request for viewing and removal on CD	CCTV/Image are retained for at least 31 days	CCTV can clearly identify people in entrances and exits, bars and entertainment / dance floor areas



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## **DOCUMENT SUMMARY**

<b>Client:</b> Karaoke Box Hit Studio Authorised by: Jack Poon
<b>Title of Document:</b> Patron Management Plan
<b>Summary:</b> KARAOKE Box Hit Studio Patron Management Plan - For Management and Staff
<b>Work Carried Out By:</b> Ted Hart and Associates April 2015

## **DOCUMENT REVISION RECORD**

<b>File Name</b>	<b>Version No.</b>	<b>Date</b>
Patron Management Plan	V.3	17.7. 15

## **NOTES**

1. This document was prepared for the client for the purposes set out herein. Responsibility is disclaimed for any loss or damage (including but not limited to damage resulting from the use by the client of the document) suffered by any other person for any reason at all including but not limited to negligence by E.A.H. Strategic Business Services Pty Ltd, **trading as Ted Hart and Associates**. This document is confidential to the client and E.A.H. Strategic Business Services Pty Ltd and does not intend that any other person accept or rely upon it.
2. This document is based on our inspections and information provided to us by the client at the time of such inspections. Such information supplied has not been independently verified by E.A.H. Strategic Business Services Pty Ltd. Whilst this document is accurate to the best of our knowledge and belief, E.A.H. Strategic Business Services Pty Ltd cannot guarantee the completeness or accuracy of any description or conclusions based on the supplied information.
3. The recommendations contained in the document are advisory and E.A.H. Strategic Business Services Pty Ltd has no responsibility for the management or operation of any risk management or safety procedures that may be implemented. No representation or opinion is given to the effect that all applicable statutory rules and regulations and directions have been given or will be complied with or that there are no other hazards in existence.

## Appendix E

Private Security Act 2004  
No. 33 of 2004

### PART 6—PARTICULAR PROVISIONS FOR CROWD CONTROLLERS

#### 137 Definitions

In this Part—

*private security crowd controller business licence* means a private security business licence that authorises the holder to provide the services of crowd controllers;

*completed register* means a register required under section 139(3) to be kept by the manager of an activity.

#### 138 Crowd controllers must wear identification

The holder of a private security individual operator licence that authorises a person to act as a crowd controller must wear identification in accordance with the requirements of the regulations at all times while acting as a crowd controller.

Penalty: 10 penalty units.

#### 139 Duties of activity manager as to register

s. 137

(1) If one or more crowd controllers are employed or retained at a public place, the manager of the activity at the public place for which the crowd controllers are employed or retained, must, for each day for which any such crowd controller is so employed or retained, ensure that there is available at that public place, a register in which the information required to be entered under section 142 may be so entered.

Penalty: 20 penalty units.

(2) The manager of an activity at a public place at which one or more crowd controllers are employed or retained must ensure that, for each day for which each crowd controller is so employed or retained, the crowd controller properly enters in the register the information required to be entered under section 142.

Penalty: 20 penalty units.

(3) The manager of an activity at a public place at which one or more crowd controllers are employed or retained must ensure that the register, in which the information has been entered in accordance with section 142, is kept in his or her possession—

(a) at that public place; or



- (b) if the activity for which the crowd controllers have been employed or retained is of a temporary nature, at the usual place of business of the manager—

for a period of 5 years from the day on which the information is required to be entered.

s. 140

Penalty: 20 penalty units.

#### **140 Duties of business licence holder as to register**

- (1) The holder of a private security crowd controller business licence who provides the services of a person to act as a crowd controller at a public place must, for each day for which the holder so provides those services, provide to the person who is managing the activity for which the services are being provided the register that is required to be made available under section 139(1).

Penalty: 20 penalty units.

- (2) The holder of a private security crowd controller business licence who provides the services of a person to act as a crowd controller at a public place must ensure that, for each day for which the crowd controller so acts, the crowd controller properly enters in the register made available at that public place under section 139(1) the information required to be entered under section 142.

Penalty: 20 penalty units.

- (3) The holder of a private security crowd controller business licence who provides the services of a person to act as a crowd controller at a public place must ensure that a copy of the register made available at that place under section 139(1), in which the information has been entered in accordance with section 142, is obtained and kept in the licence holder's possession at the usual place of business of the licence holder for a period of 5 years from the day on which the information is required to be entered.

Penalty: 20 penalty units.

#### **141 Duties of crowd controller and manager as to register**

- (1) If a person, who is licensed to do so under this Act, is acting as a crowd controller at a public place that person must, for each day for which he or she so acts, enter in the register, made available under section 139(1), the information required to be entered under section 142(1).

Penalty: 20 penalty units.

- (2) The manager of an activity at a public place at which one or more crowd controllers are being employed or retained must, for each day for which any such crowd controller is employed or retained, enter in the register, made available under section 139(1), the information required to be entered under section 142(2).

Penalty: 20 penalty units.

#### **142 Information required to be entered in the register**

(1) The following information is the information that is required to be entered in a register (made available under section 139(1)) by a crowd controller—

(a) the date of the day on which the crowd controller is acting as a crowd controller; and

(b) the licence number and full name of the crowd controller; and

(c) in the case of a crowd controller whose services are being provided by the holder of a private security crowd controller business licence, the name of the licence holder and address of the usual place of business of the licence holder; and

(d) details of the identification worn by the crowd controller in accordance with this Part; and

(e) in relation to any incident involving the crowd controller, the prescribed details relating to the incident; and

(f) any other information required by the regulations.

(2) The following information is the information that is required to be entered in a register (made available under section 139(1)) by the manager of an activity at a public place at which one or more crowd controllers are being employed or retained—

the address of the public place at which any such crowd controllers are being so employed or retained.

(3) In this section *incident* means any action in which a crowd controller—

(a) makes forcible physical contact with a member of the public at or in the vicinity of the place where the crowd controller is so acting; or

(b) restrains a member of the public at, or in the vicinity of, the place where the crowd controller is so acting; or

(c) ejects a member of the public from the place where the crowd controller is so acting.

#### **143 Entry of premises to inspect completed register or copy**

A member of the police force or an authorised person may enter any premises where a completed register or a copy of such a register is required to be kept under this Part, at any reasonable time, in order to inspect the completed register or copy to ascertain whether this Act and the regulations are being complied with.

#### **144 Completed register may be copied**

A member of the police force or an authorised person may make copies of, or take extracts from, a completed register or a copy of such a register during an inspection under section 143.

#### **145 Powers of police and authorised persons to seize completed register or copy**

A member of the police force or an authorised person may, during an inspection of a completed register or copy of such a register under section 143, seize the completed register or a copy if he or she believes on reasonable

grounds that there has been a contravention of this Act or the regulations and the seizure is necessary—

- (a) for the purposes of investigation into the alleged contravention; or
- (b) to enable evidence to be obtained for the purpose of any proceedings under this Act or the regulations.

s. 146

**146 Completed register or copy may be retained for copying**

A member of the police force or an authorised person may retain a completed register or a copy of such a register seized under section 145 in order to make copies of, or take extracts from, the completed register or copy.

**147 Retention and return of seized completed register or copy**

- (1) If a member of the police force or an authorised person seizes a completed register or a copy of such a register under section 145, the member or authorised person must take reasonable steps to return the completed register or copy to the person from whom it was seized if the reason for its seizure no longer exists.
- (2) If the completed register or copy has not been returned within 3 months after it was seized, the member or authorised person must take reasonable steps to return it unless—
  - (a) proceedings for the purpose for which the completed register or copy was retained have commenced within that 3 month period and those proceedings (including any appeal) have not been completed; or
  - (b) the Magistrates' Court makes an order under section 148 extending the period during which the completed register or copy may be retained.

**148 Magistrates' Court may extend 3 month period for retention of completed register or copy**

- (1) A member of the police force or an authorised person may apply to the Magistrates' Court within 3 months after seizing a completed register or a copy of such a register under section 145 for an extension of the period for which the member or authorised person may retain the completed register or copy.
- (2) The Magistrates' Court may order such an extension if it is satisfied that retention of the completed register or copy is necessary—
  - (a) for the purposes of an investigation into whether a contravention of this Act or the regulations has occurred; or
  - (b) to enable evidence of a contravention of this Act or the regulations to be obtained for the purposes of a proceeding under this Act.
- (3) The Magistrates' Court may adjourn an application to enable notice of the application to be given to any person.

**149 Evidentiary value of documents certified by police or authorised person**

A document certified by a member of the police force or an authorised person to be a true copy or extract of a completed register or a copy of such a register seized by a member of the police force or an authorised person under section 145 is admissible in any proceedings as evidence of the contents of that completed register or copy.



# LIQUOR LICENSING AUDIT

## 1. THE LIQUOR LICENCE

<b>NAME OF VENUE</b>	
<b>ADDRESS OF VENUE</b>	
<b>NAME OF OWNER</b>	
<b>CONTACT DETAILS</b>	
<b>LICENCE ENTITY</b>	
<b>SERVICE ADDRESS</b>	
<b>LIQUOR LICENCE TYPE</b>	
<b>NUMBER</b>	
<b>CONDITIONS</b>	
<b>PATRON NUMBERS</b>	

DESCRIPTION OF VENUE		

## 1. THE LIQUOR LICENCE

Is Licence Displayed?		
<b>Comments:</b>		
RED LINE PLAN		
Is Red Line Plan held onsite?		
Is Red Line Plan easily accessible		
Location of Red Line Plan?		
RESPONSIBLE SERVICE OF ALCOHOL		
Are all staff RSA Qualified		
Are copies of RSA Certificates including refresher certificates maintained within the venue		
Does a manager have a responsibility to check that bar staff rostered on duty have appropriate RSA qualifications.		

Are management and staff aware of the penalties?		
Are they aware that penalties apply to “BOTH” staff and management?		
Comments		
<b>COMPLIANCE FOLDER</b>		
Does the venue have a Compliance Folder with relevant documents e.g. Red Line Plan, Planning Permit etc		
<b>Comments</b>		

## 2. PLANNING PERMIT

<b>PLANNING PERMIT</b>	
Is a Planning Permit held?	
If held, location?	
Are any conditions attached?	

If so, what are the conditions?	
Are conditions complied with?	
<b>Comments</b>	

### 3. LICENSED HOURS OF OPERATION

LICENSED HOURS OF OPERATION	
<b>Trading Hours</b>	
Does the venue comply?	
<b>Comments</b>	



## 4. SIGNAGE

<b>BAR – MANDATORY SIGNAGE</b>	
Under- Age Sign	
Intoxication Sign	
Do not procure for minors	
Identity Required Sign	
Are signs original & in good order?	
<b>VENUE - RECOMMENDED SIGNAGE</b>	
“DON’T DRINK ON THE STREET” SIGN (LOCAL LAW, CITY OF MELBOURNE)	
“PLEASE RESPECT OUR NEIGHBOURS - LEAVE THE VENUE QUIETLY”  Venue created sign is valid.	
<b>Comments</b>	

## 5. AMENITY

NEIGHBOURS (PROXIMITY AND TYPE)	
<b>Comments</b>	
ENTRANCE TO VENUE	
EXIT FROM VENUE	
NOISE EMISSION	
How is the noise level of the venue monitored.	
Does the venue have a noise limiter.	

Who has the ultimate say in relation to noise limits within the venue?	
<b>CLEANING OF PERIMETER AREA</b>	
Does the venue regularly scan the area to ensure safety and security of patrons/doors/windows etc?	
Does the venue regularly undertake a clean-up of surrounding area to remove bottles, butts and litter?	
Is waste disposed of so as not to affect the amenity of close residents and users of the area?	
<b>Comments</b>	

## 6. PATRON MANAGEMENT: At Entry

<b>CODE OF CONDUCT</b>		
Is there a written "CODE OF CONDUCT" for the venue?		
Is "CODE OF CONDUCT" advertised by signage?		
Is CODE enforced?		

How is it enforced?	
<b>Comments</b>	
<b>PATRON NUMBERS</b>	
Patron Numbers on Licence	
What is licensed number of patrons?	
Counting System utilised?	
Does the venue regularly monitor number of patrons in the venue?	
Is queuing system applied?	
Where do the patrons queue?	
<b>Comments</b>	
<b>BANNING OF PATRONS</b>	
Does the venue have some form of Banning of Patrons procedure in place?	

If yes- what is the system utilised/practice?	
<b>Comments</b>	
<b>SECURITY CAMERAS ON QUEUES</b>	
Are cameras used in surveillance of queue?	
If present, are cameras effective?	
<b>Comment</b>	
<b>ALCOHOL-AFFECTED PERSONS</b>	
Early Detection of alcohol-affected Persons seeking admission to venue?	
How detected?	
What is the venue's policy regarding the entry of alcohol affected persons?	
<b>Comment</b>	

<b>MINORS</b>	
What is the venue's policy regarding the entry of minors?	
<b>Comment</b>	
<b>IDENTITY CHECKS AT FRONT ENTRANCE</b>	
Does the venue have a Patron ID system?	
What is the venues attitude to have some form of ID system?	
Are Identity Checks conducted?	
When are Identity Checks conducted?	
How are Identity Checks conducted?	
Crowd Controllers?	
When?	
When?	
Bar Staff?	
When?	

<b>Comment</b>

## 7 INTOXICATION

INTOXICATION	
Does Karaoke Box Hit Studio have a policy in relation to dealing with clients that become intoxicated?	
Are they allowed to remain on the premises or are they asked to leave?	
Does the venue have a policy on how to deal with a patron who is approaching intoxication?	
When are intoxicated persons required to leave the premise	
<b>Comment</b>	
DRINK SPIKING	
Does Karaoke Box Hit Studio have set policies in relation to minimising the risk of drink spiking?	
<b>Comment</b>	

<b>VENUE PROMOTIONS</b>	
Does the venue utilise third-party promoters?	
Marketing of venue and events?	
Does the venue utilise the Liquor Licensing Victoria advertising and promotions guidelines?	
Does the venue regularly promote “Happy Hours”?	
“All-You-Can-Drink” sessions, “Shooters”, “Laybacks”, etc.,?	
<b>Comment</b>	
<b>FOOD &amp; NON-ALCOHOLIC BEVERAGES</b>	
Is Food available at “ALL” times?	
Are Non-Alcoholic Drinks available at “ALL” times?	
Do staff promote sale of non alcoholic drinks as a matter of course/to effected persons?	
<b>Comments</b>	

## 8. CAMERA SURVEILLANCE



<b>CAMERA SURVEILLANCE</b>	
Are Cameras Installed?	
Is there a CCTV Operators Manual?	
Is the manual usable by an untrained person?	
How many operators can effectively use the system and download copies of film for authorities on request?	
Is camera coverage effective?	
Is there a Security Camera Maintenance Register.	
Who is responsible for maintenance And auditing of the CCTV equipment?	
Is there a CCTV Log to record requests from Police or other authorised agencies for footage?	
Does Karaoke Box Hit Studio maintain a copy of any CCCTV footage provided to authorities and who is responsible for the management of such footage?	
Who is the person responsible for maintaining the CCTV Log Register?	
Is there a policy and procedure in place to record and disposal of CCTV footage handed to authorities?	
Does camera operation comply with Licence conditions?	
Is signage provided advising patrons that they are under camera surveillance?	

Are camera records kept for one month as required by the licence conditions?	
<b>Comments</b>	

## 9. SECURITY

CROWD CONTROLLERS	
What are the stated conditions on the Liquor Licence for the provision of crowd controllers?	
Are they printed on Liquor Licence?	
Does the venue “ALWAYS” comply with these conditions?	
Does the venue exceed compliance?	
Who provides the crowd control service?	
Who supplies the register of controllers?	

Location of controller's register?	
Is there a Sign-On Procedure?	
Is there a Sign-Off Procedure?	
Does management sign off the register at the conclusion of shifts? (ensuring recording of incidents etc)	
Is there a crowd controller dress code?	
Is it complied with?	
Have all crowd controllers lodged copy of "recognised" certificate?	
What is the relationship with crowd controllers and Karaoke Box Hit Studio Management?	
Who reports to whom?	
Do the values of the controllers and their provider reflect the values of the venue management?	
Is there room for improvement in the service?	
<b>Comments</b>	

## 11. RADIO COMMUNICATIONS

<b>RADIO COMMUNICATIONS</b>	
Does the venue utilise radios for communication within the venue.	
Are call signs and procedures documented	
Is there a formal equipment room?	
Is there an Equipment Register	
<b>Comments</b>	

## 12. PATRON EJECTIONS

<b>REMOVAL OF PATRONS</b>	
Is there a documented procedure for removing patrons	
Who is responsible for completion of the Crowd Controllers Register when an eviction takes place.	
<b>Comments</b>	

### 13. EMERGENCY MANAGEMENT

<b>EMERGENCY MANAGEMENT</b>	
Does Karaoke Box Hit Studio have an Emergency Management Plan	
Has the venue appointed a Chief and Deputy Fire Warden<	
Have the basic emergency management equipment been put in place? E.g. Wardens Helmets?	
Have emergency evacuation points been identified?	
Have emergency assembly points been identified.	
Are the Emergency Management Plans appropriately displayed	
<b>Comments</b>	

### 14. REPORTING

<b>Incident Reports</b>	
Are Incident Reports utilised within the premises?	
Who is responsible for the completion of Incident Reports?	

Are Incident Reports brought to the attention of the Licensee and senior management?	
Where are Incident Reports filed?	
Who is responsible for following up Incident Reports?	
<b>Comments</b>	

## 15. COMPLAINTS

COMPLAINTS	
Is there a documented “Complaints’ Handling” process?	
How are complaints from residents handled?	
How are complaints from businesses handled?	
How are complaints from the police Handled?	
How are complaints from local government handled?	

Are complaints referred to the manager?	
Does the manager handle complaints?	
Managers contact details available to complainants?	
<b>Comments</b>	

## 16. MEDIA

MEDIA	
Does the venue have a policy in relation to who should talk to the media in the event of an incident occurring on or around the venue?	
Does the venue have a prepared statement that is to be used in the event that media request a statement?	
<b>Comments</b>	

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## 17. COMMUNITY ENGAGEMENT

MELBOURNE LICENSEES FORUM	
Does a representative of the venue attend meetings of the Local Licensees Forum?	
If “yes” – when was the last time a meeting of the Forum was attended?	
If “No” – (i) what is the reason for non-attendance; and (ii) is the venue prepared to attend?	
If the venue is a member of the local Licensees Forum – is it represented on any MLF Working Groups?	
<b>Comments</b>	
MELBOURNE LICENSED PREMISES/VICPOL PRECINCTS PROJECT	
Is the venue included in the Melbourne Licensees/VicPol Precincts Project?	
If “No” – is the venue aware of the Project?	



<b>Comments</b>

## 18. STAFF TRAINING AND MEETINGS

MEETINGS	
Does the management of the premises conduct regular de-briefings in relation to the running of the venue?	
Are minutes held taken at staff meetings	
Who is responsible for following up issues at staff meetings	
<b>Comments</b>	
TRAINING	

Does the management of the premises conduct regular training for staff, and security at the venue?	
Are briefings held prior to the start of operations within the premises at anytime?	
Are briefings held after the end of operations within the premises at anytime?	
<b>Comments</b>	
<b>CONCLUSION</b>	

## DOCUMENT SUMMARY

<p><b>Client:</b> Jack Poon Karaoke Box Hit Studio</p>
<p><b>Title of Document:</b> Audit Document</p>
<p><b>Summary:</b> Liquor Licensing Audit - For Management</p>
<p><b>Work Carried Out By:</b> Ted Hart and Associates</p>

DOCUMENT REVISION RECORD

File Name	Version No.	Date
Licensed Premises Audit Report	V1	9 June 2015

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