Plan of Management 2017

Part 1 Venue Overview

This Plan of Management is for the Black Head Surf Life Saving Club Inc. It identifies the objectives, procedures, guidelines and standards to ensure the Club's use has minimal impact on the environment, residents and the community.

1.1. Definitions of terms used in this plan

Land Owner	Land and Property Management Authority (LPMA)
Consenting authority	Greater Taree City Council
Operator	Black Head Surf Life Saving Club Incorporated
Site	Main Street, Hallidays Point
Licensee/Manager	The person nominated in the Liquor Licence
Duty Manager	Person nominated by the Licensee for each function
Functions	The term function is an all encompassing one that is defined by the Office of Liquor, Gaming &Racing (OGRL). "Function means any dinner, ball, convention, seminar, sporting event, race meeting, exhibition, performance, trade fair or other fair, fete or carnival, or any other event or activity, that is conducted for public amusement or entertainment or to raise funds for any charitable or other purpose and, in relation to a surf life saving club, includes any gathering of members of the club (and their guests) organised by the club for social purposes." (Liquor Act 2007

1.2. Management of Facility

The management of the Club and On-Premises licence will be carried out by the Operator and will comply with this Plan of Management. This Plan of Management can be viewed and downloaded from the club website, obtained from the club or sent by email or post. Contact administration@ Surf Club functions are to be listed on the Clubs website as they are booked.

Title	Name	Telephone	Mobile	Email
Club Caretaker	Allan Murray	6559 2737	0400486799	bhslsc@bigpond.com
Licensee/Manager	Terry Aldridge	6559 2834	0412268932	tlaldridge@bigpond.com.au

1.3. Liquor Licence

Licence Number	LIQ0660010962
Licence Type	On-Premises Licence
Business Type	Club activity and support
Start date	26 August, 2010
Licensee	Terry Aldridge
Conditions	These are determined by the Office of Liquor, Gaming & Racing. They can be obtained from the department or downloaded at www.olgr.nsw.gov.au.

1.4. Hours of operation

Monday to Saturday	10am-12 midnight
Sunday	10am - 10pm
Good Friday & Christmas Day	12noon - 10pm: (liquor can only be served with or ancillary to a meal in a dining area)
December 31st (NYE)	Normal opening time until Normal closing time or 1 am on New Year's Day (whichever is the later)
Sunday Sippers	Sunday 4pm – 7pm
Bingo	6pm -9pm (school holidays)

1.5. Development Application – Council Conditional Approval

Development Application	94/2010/DA
Consent Authority	Greater Taree City Council
Date	11 August 2012- conditional
Conditions	• *Prior to the commencement of use, a Plan of Management is to be prepared in conjunction with the noise consultant and approved by Council. It is to include, but not limited to, compliance with the Consultant's recommendation and people management during and at the conclusion of a function. This plan is to ensure minimal impact to residents.* • *Between the hours of 6pm and closing time, no more than three (3) functions shall be held in the same week to a maximum of forty (40) functions within any calendar year.* • *Function shall cease by midnight (Except New Year where functions shall cease by 1am) and 10 pm Sundays. This consent limits the maximum occupancy at any function to 150 persons.*

1.6. Functions

All functions are to be listed on the Club's web site as they are scheduled. A duty officer must be appointed by the club to manage functions and the bar when in use. This duty officer will be present throughout the function and close the club at the completion of the function.
All alcohol is to be purchased through the club and no alcohol is to brought onto the premises.
Where security is required (evening functions where alcohol is served) and is not arranged by the hirer the club will arrange security to be present at the close of the evening to ensure that the function concludes in accordance with this plan. This will be at the expense of the hirer and the cost reflective of the effort needed to close the club. The duty Officer and security will sign off on closure of the club in the incidence book.
Functions exclude Teenage birthday parties or 'combined' teenage and older birthday parties, 21st birthday parties or any function organised over the internet or via SMS text messaging.

Transport

As there is no public transport and taxis are prohibitively expensive, hirers of the club should consider using a courtesy bus, prearranging a Maxitaxi and /or a number of designated drivers to ensure people travel home safely.

Courtesy Bus	Operated by Great Lakes car rentals	Telephone 65552833
Maxitaxi	Operated by Forster-Tuncurry Taxis	Telephone 131008

Part 2 Noise/ Safety / Amenity of the Neighbourhood

The operator is to achieve the following objectives and performance targets:

2.1 Minimise Noise

The Management Plan is a comprehensive document which includes all aspects of operating a licensed premise. Managing the noise issues is just one of those requirements. The Office of Liquor, Gaming and Racing (OLGR) has relevant data sheets covering these issues including "Sound Advice – Reducing the risk of noise disturbance" which forms the basis of this Plan of Management - Noise.

Meeting the noise objective
Black Head is a quiet, peaceful, residential area. The Plan takes into account the amenity and character of the village and includes measures to ensure minimal noise impact on residents. It recognizes that:

- Function centres are venues where there is a range of activities that may have noise impacts. Due care needs to be taken, particularly in residential areas,
- Sound or noise disturbance is one factor that impacts on the social amenity of the neighbourhood.
- There are other factors that confront local residents…including intoxication, inappropriate liquor promotions or activities, and anti-social behavior by patrons.

The objectives are to:

- ensure that the noise criteria of the council are met,
- assist patrons to minimise disturbance whilst entering, departing or using the site

2.2 Noise Mitigation – A Club Responsibility

1. Live entertainment and recorded music are part of the activities of a function centre.
2. The committee of the club is responsible for ensuring that noise levels are managed appropriately for local residents – whether the music is live or recorded.
3. The club committee is responsible for reducing the risk of noise disturbance from other activities including patrons arriving at, or leaving, the club.
4. The club committee is responsible for managing noise from both the club's own activities and when the venue is hired as a function centre.
5. The club committee will manage the risk of noise disturbance by self-assessment.
6. "Last Drinks" will be called at 11.30 pm and the bar will close at 11.45 pm Monday to Saturday. On Sundays last drinks will be called at 9.30 pm with the bar closing at 9.45 pm.
7. If noise levels, as monitored by a nominated staff member or another responsible person, are assessed to be too high, the live performers and/or DJ will be warned three times to reduce levels before power to the amplifier is to be switched off.
8. At functions where noise levels have the potential to be a source of complaints from local residents, responsibility for noise disturbance and or other complaints must be delegated to a nominated staff member or another responsible person. This person will complete the checklist "managing the sound on the night" (attachment A) prior to functions with amplified music. This person should be familiar with the use of the sound level meter and interpreting noise levels. This person should be able to handle complainants and resolve conflict successfully.
9. To reduce the noise coming from the premises to lower levels or to increase the noise level within the function room will require a building upgrade.

10. When the club rooms are hired out as a function centre, the "Hire Agreement" is to include the relevant sections to reduce noise disturbance from this Plan of Management.
11. The club committee is obliged to be aware of the NSW WorkCover maximum noise exposure levels for staff in a workplace of 85 dB(A) over an equivalent eight hour period.

2.3 Noise Assessment

1. For noise levels not to cause disturbance to the local residents, music levels inside the function room, when measured anywhere in the bar area but with the microphone not shielded by a solid surface, must not exceed 82dB(A).
   a. "A" weighting is representative of human response to noise.
   b. Measured by using a simple sound level meter (minimum requirement is Type 3 – only suitable for preliminary assessment).
2. To comply with NSW State Government laws limiting noise impacts on the local neighbourhood from licensed premises, the following conditions will also apply:
   a. The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5 Hz to 8 kHz inclusive) by more than 5 dB between 07.00 am and 12.00 midnight at the boundary of any affected residence.
   b. The LA10 noise level emitted from the licensed premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5 Hz to 8 kHz inclusive) between 12.00 midnight and 07.00 am at the boundary of any affected residence.
   c. Notwithstanding compliance with the above, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12.00 midnight and 07.00 am.

2.4 Noise Management

At functions where noise levels have the potential to be a source of complaints from local residents, the following methods are to be used to manage noise disturbance:

1. Maintain noise levels below set limits inside the function room. A nominated staff member will use a sound level meter to monitor sound levels during the function. A "managing sound on the night checklist" (see attachment A) will be completed by the staff member.
   - 1.1 A noise limiter shall be installed in the function area to ensure that noise limits are not exceeded. The noise limiter shall be set to turn off power where noise levels are in excess of 82dB(A) are recorded within the premises.
2. No speakers are to be placed outside the function centre windows and doors.
3. Set maximum music levels in contracts for live performers and DJ's.
4. Limit queues and guests assembling in outdoor areas fronting Main Street.
5. Ensure patrons do not take drinks outside at any time.
6. Place an upper limit on the number of patrons attending events.
7. Require a security patrol in and around the venue.
8. Exclude high risk activities such as 18th and 21st birthday parties.
9. Display signs and make announcements asking patrons to be quiet when leaving.
10. A sign will be displayed in a prominent place on the outside of the club stating who to contact to make a complaint about noise, and listing two contact phone numbers.
11. A sign will be displayed in a prominent place in the Club (near the bar) stating "The bond will be forfeited if any justified complaint is received by the Club, police, local council or the NSW Office of Liquor, Gaming and Racing. If the Hire Agreement and Plan of Management are not properly enforced the Club's Liquor License could be under threat."
12. A permanent sign is to be erected at the exit of the building advising patrons leaving to leave quietly and not disturb the neighbourhood.

13. Music is to cease at 11.30 pm and Monday to Saturday and 9.30 on Sunday. Bands that need more than 30 minutes to pack down must finish earlier allowing for the extra time.
14. When the music ceases at 11.30pm (9.30pm on a Sunday) a representative of the user is required to make an announcement that upon leaving the area noise is to be kept to an absolute minimum.
15. To comply with the club's license all functions must be concluded by 12.00am (midnight) from Monday to Saturday and 10:00pm on Sundays.
16. All persons are to have left the premises and the surrounding area by these times i.e. 12.00am (midnight) from Monday to Saturday and 10:00pm on Sundays.

2.5 Complaint Handling

1. Adopt good neighbourly principles and advise local residents of any functions that could produce high noise levels.
2. Local residents are to be encouraged to report noise complaints to a nominated member of the club.
3. Complaints are to be managed in a sympathetic and respectful manner.
4. Encourage members to immediately deal with the problem between the parties, without further action being required. If not resolved, a formal complaint may be made by residents to the police, local council or the NSW Office of Liquor, Gaming and Racing.
5. Ensure that after hours contact phone numbers for several committee members are available to the bar staff, the hirer, patrons, local residents, police and local council. This may be via the website, signage or letters.
6. Record details of all complaints, which should include:
    a. The name of the person taking the complaint.
    b. The date, time and nature of the complaint.
    c. The name, address and contact details of the complainant, and
    d. The details about how the complaint was handled and what action was taken.
7. Any function complaints are to be directed to the Duty Officer or the Caretaker (see 1.2), one of whom will be within the club. In the unlikely event that an issue remains the Police should be called (if they have not already been called by BHSLSC) and asked to respond immediately.

2.6 Conditions of Liquor License

1. Between the hours of 6pm and closing time, no more than three (3) functions shall be held in the same week to a maximum of forty (40) functions within any calendar year.

A register of functions will be held on the Clubs website showing the date, type of function, estimated number of guests, time of commencement and type of entertainment. The register will serve to notify residents of upcoming functions and to monitor the number of functions held per week and per year.

1a. Functions shall operate in accordance with the adopted Management Plan.

2.7 Minimise Public Nuisance

The most important objectives are to:

- minimise any nuisance impact on nearby residents
- monitor the behaviour of patrons who show inappropriate behaviour both within and outside the site and encourage appropriate behaviour

Meeting this objective for functions that have bar service*:*

- *Ensure staff advise any disturbance to the Duty Manager at the time of the event and then in writing following the event*

- *Ensure that staff do not serve any patron under the age of 18 years, nor any patrons showing signs of intoxication*
- *Ensure that staff* are *available to assist in organising transport agreed to by the hirer. This could include a courtesy bus, taxis, or designated drivers.*

2.8 Protecting the Environment

Patrons attending club functions are advised not to park on the environmentally protected areas or land classified as nature reserve on the head land.

Part 3 Responsible Service of Alcohol

3.1 RSA Training

RSA Register	**Location: Behind the Bar**
Person Responsible for updating the Register	Duty Manager
RSA Register contents	☐ A copy of the Licensee's/Manager's RSA Certificate ☐ A copy of staff RSA Certificates ☐ Security RSA Certificates

3.2 Incident Register

Incident Register	**Location: Behind the Bar**
Person responsible for updating the Register	Duty Manager
Types of incidents recorded in the Register	☐ Refusal of service ☐ Refuse entry because of intoxication ☐ Minors ☐ Violent or anti-social behaviour ☐ Noise complaints

3.3 Minimising Intoxication & Food Provision

Preventing Intoxication	
Low-alcohol beer available	☐ Yes
Non-alcoholic beverages available	☐ Yes
Free drinking water available	☐ Yes
Limit of drinks per patron	☐ Yes ☐ Not applicable
Food available	☐ Yes
Procedures are in place to help staff deal with patrons who may be intoxicated	☐ Yes
Staff are trained in these procedures	☐ Yes

3.4 **Minors and Liquor Signage**

Minors	
Staff are trained in ID checking procedures	☐ Yes
"Minors" signs are displayed in relevant areas	☐ Yes
Staff are trained to recognise situations when second parties may be supplying liquor to minors	☐ Yes

Part 4 Management/Staff Training

Management Meetings	**Fortnightly**
Staff receive information about	☐ Liquor laws ☐ RSA ☐ Operating procedures ☐ Local liquor accord initiatives
Staff have access to resources	☐ Plan of Management ☐ Hire Agreement ☐ Other resources- describe Publications by the OLGR: ☐ Sound Advice – Reducing the risk of noise disturbance ☐ Licence check list – on-premises ☐ On- premises licence (Fact Sheet) ☐ FAQs on-premises licence (Fact Sheet) ☐ Statutory Licence conditions – other ☐ Liquor licences for surf clubs (Fact Sheet)
Staff receive training in	☐ RSA ☐ Sound level meters

Attachment A

Checklist for the nominated staff member or another responsible person:

Managing the sound on the night.

Noise is one factor that impacts on the social amenity of the neighborhood.

Noise can be both intrusive and offensive. Noise is identified as intrusive if it is noticeably louder than the background noise and considered likely to disturb or interfere with those who can hear it. To minimise the impact of this noise maximum sound levels have been set.

Offensive noise is a more subjective concept. A test has been devised for offensive noise and requires the following questions to be asked.

- Is the noise loud in an absolute sense? Is it loud relative to other noise in the area?
- Does the noise include characteristics that make it particularly irritating?
- Does the noise occur at times when people expect to enjoy peace and quiet?
- Is the noise atypical for the area?
- Does the noise occur often?
- Are a number of people affected by the noise?

Checklist to complete:

- ☐ Who is managing the music on the night (band member, sound engineer, DJ or hirer)?
- ☐ Have you been introduced to this person?
- ☐ Will this person be available throughout the night's line up?
- ☐ Has this person been informed of the maximum music level of 82dB(A) when measured at the bar using the Club's sound level meter?
- ☐ Has this person been informed that if noise levels are assessed as being too high, a club representative will warn the live performers, DJ and/or hirer three times to reduce levels before power to the amplifier will be switched off.
- ☐ Is the hirer aware that music is to cease at 11.30 pm (9.30 pm on Sundays). If more that 30 minutes is needed to pack up the noise source then the music must finish earlier, allowing for the extra time.
- ☐ Have the sound levels of the music equipment been checked prior to commencement?
- ☐ If security is present, are they aware of what time the entertainment will conclude?
- ☐ If there are complaints, to whom should they be directed?

Date of Function	
Staff member responsible	
Signature of staff member	

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Black Head

Founded 1925

20th January 2016

Dear ,

Thank you for choosing **Black Head Surf Life Saving Club** for your event on the .

Please find following a copy of your Contract and the Terms and Conditions pertaining to your event.

Our function room has been tentatively reserved for your booking. To secure this reservation we require a holding deposit/bond along with a signed copy of this contract within 14 days. If we do not receive your holding deposit/bond and signed copy of this contract within this time frame, the function room will be released from a tentative reservation and your booking cancelled.

Should you have any questions regarding the following information, or need to contact **Black Head Surf Life Saving Club** about any further set up needs, please feel free to contact me on email functions@blackheadslsc.com.au

For all information regarding **Black Head Surf Life Saving Clubs** bar and beverage prices, please contact our bar manager Terry Aldridge on 0412 268 932 or email him at miamivice@blackheadslsc.com.au

We look forward to hosting your event here at **Black Head Surf Life Saving Club.**

Kind Regards,

Functions Co-ordinator

Black Head Surf Life Saving Club

Surf Life Saving Club Inc.

Founded1925

Reg No. Y2944746 ABN 39153927691

FUNCTION HIRE CONTRACT (Example)

This contact is binding between BLACK HEAD SURF LIFE SAVING CLUB INCORPORATED and the hirer JAMES SMITH

EVENT DATE	1St February 2015
EVENT TIME	17.00 – 23.00 (early access will be given subject to availability)
TYPE OF EVENT	Wedding
NUMBER OF PERSONS	80
CATERERS DETAILS	Please provide the details of the caterer that you plan to have catering your event and the times that access to the club is required.**A copy of "Kitchen Rules Caterers conditions of use" is provided for you to give to them.**
ADDITIONAL REQUIREMENTS	80 Chair covers Ceiling drape Bridal Skirt
HOLDING DEPOSIT/BOND	**$500.00** NOTE this is refunded within 7 days of your event taking place providing inspection of premises shows no damage. This HOLDING DEPOSIT/BOND can be paid by either cheque or direct deposit. Details on last page. **THIS BOND IS IN ADDITION TO THE EVENT COST.**
EVENT COST	Room Hire $1,850.00 Chair covers (80 covers @ $4.00 each) $320.00 Ceiling drape $150.00 Bridal Skirt $150.00 **TOTAL : $2,470.00** **Any additional items required will be added to event cost.**
FULL PAYMENT	**Full payment of $2,470.00 (plus any additional items requested) is required by the 22nd January 2015.** This can be paid by either cheque or direct deposit. Details on last page.

FUNCTION HIRE

Terms and Conditions

Please read the following two pages thoroughly. They must be signed and returned to the Functions Co-Ordinator when confirming your event along with the payment of a Deposit.

1. CONFIRMING BOOKINGS - A HOLDING DEPOSIT/BOND will be charged for all functions held at Black Head Surf Life Saving Club. To secure your booking the club requires a signed terms and conditions agreement and payment of HOLDING DEPOSIT/BOND. Should cancellation occur this HOLDING DEPOSIT/BOND is NOT refundable. ln the event that your deposit is not received and this Agreement is not signed and returned within 14 days of making your tentative booking, your booking will be cancelled. The HOLDING DEPOSIT/BOND is refunded within 7 days of your event taking place providing inspection of premises shows no damage and keys returned to hook above sink in kitchen. ***Should there be any damage to the club or any of its property or keys not returned at the conclusion of event, the HOLDING DEPOSIT/BOND will NOT BE REFUNDED.***

2. PRICE-All Prices are inclusive of GST.

3. COMMENCEMENT OF EVENT AND VACATION OF PREMISES - The hirer agrees to begin and conclude their function at the times agreed upon. Should the function extend past the agreed finishing time, a surcharge will apply on a per hour basis. This is to be paid on the night prior to the extended finishing times.***All functions to conclude no later than 11.30pm (Sundays 10.00pm). Bar service ceases at 11.00pm (Sundays 9.30pm).***

4. RESPONSIBLE SERVICE OF ALCOHOL - The Club practises responsible service of alcohol in accordance with the Liquor Licence Act. All extended time and alcohol service is at the discretion of the Functions Coordinator and Bar Staff on duty. The Staff have the right to refuse service of alcohol to any guest it considers to be under age, intoxicated or behaving in an offensive manner and they will be asked to leave the premises immediately.

NO ALCOHOL PURCHASED TO BE TAKEN OFF PREMISES.

5. COMPLIANCE - It is understood that the hirer will conduct the function in an orderly manner in full compliance with the Club's regulations and with all laws. Management reserves the right to exclude or eject what they consider to be any and all objectionable personsfrom the venue without liability. TheClub also reserves the right to control the sound levels of your event.

We ask you to consider our neighbours when leaving your function, especially late at night.

6. DRESS CODE–Appropriate clothing and footwear is to be worn AT ALL TIMES. NO SWIMWEAR is to be worn in the upper level auditorium.

7. RESPONSIBILITY - Hirers are financially responsible for any damages and/or breakages sustained to the Club or Club's property as a result of negligence or a malicious act by the hirer, their guests, invitees or other persons attending the function.

8. CANCELLATION - ln the unfortunate event that a confirmed booking is cancelled, the deposit is non-refundable.

9. CLEANING - Function room is to be left in a tidy condition. General cleaning is included in the cost of Room Hire, however, if cleaning requirements following your function are judged to be excessive, additional cleaning charges will be incurred. Confetti, rice grains, glitter (fairy dust), silly string are not permitted to be used at functions. Sticky tape or adhesive tape is not to be used to hang or stick decorations etc. to the walls or ceiling.

IO.SMOKING - All function rooms are strictly non-smoking. Smoking is permitted on exterior of the premises, no smoking within 4 meters of any entry / exit to the building.

11. MINORS - All children must be in the immediate company of a parent or guardian and are to be supervised at all times. Illegal alcohol consumption will not be tolerated.

12. ALCOHOL – Bar prices subject to change. BYO alcohol is NOT permitted on the premises, guests found with BYO alcohol will have the offending items confiscated for the duration of the event.

No shots are sold by club, or permitted. NO SHOTS will be served at any time.

13. PERSONAL PROPERTY - The Club will take all reasonable care but will not accept responsibility for damage or loss of any client's property in the club before or during a function. No equipment/decorations are to be left in the club following event, unless prior arrangement has been made.

EVENT PREPARATION

3 WEEKS PRIOR TO YOUR EVENT

BEVERAGES - All details of beverage requirements, including all wines required, must be finalised

Three (3) weeks prior to your function with our Bar Manager to enable sufficient time to ensure availability.

10 DAYS PRIOR TO EVENT

FINAL NUMBERS - Confirmation of numbers and seating plans must be finalised ten (10) days prior to the event.

FULL PAYMENT – Full payment of your event is required. This includes payment for any pre-arranged beverage requirements and additional hire items required.

DAY OF EVENT

BAR TAB - Any bar account accrued during a Function must be finalised on the day. Cheques will onlybe accepted by prior arrangement. EFTPOS and Credit Card facilities are also available (excluding American Express and Diners Card).

FOLLOWING YOUR EVENT

The HOLDING DEPOSIT/BOND will be refunded within 7 days of your event taking place providing inspection shows no damage or loss. ***Should there be any damage or loss to the club or any of its property or keys not returned the HOLDING DEPOSIT/BOND will NOT BE REFUNDED.***

PAYMENT OPTIONS

BY CHEQUE – Made payable to "Black Head Surf Life Saving Club Inc."

BY EFT -
Black Head Surf Life Saving Club Inc.
Bank: Westpac
BSB:032 543
Account Number:227 531
Please put in reference when transferring funds the hirers name and event date

Please read the above Contract including Terms and Conditions carefully, sign below and scan and email back to me or return it to Black Head Surf Life Saving Club at the address below.

Black Head Surf Life Saving Club
PO Box 55
HALLIDAYS POINT NSW 2430.

I have read and accept the conditions stated in this Agreement.

Date of Event: …… Time of Event : ……

Full Name of Hirer: ……..

Hirers Address: ……

Phone Number: ……

Hirers Signature: …… Date Signed: ……