

Information Guidelines for LIQUOR-RELATED PLANNING PERMIT APPLICATIONS

These guidelines will help you prepare a planning permit application for the sale and consumption of alcohol.

Do I need a planning permit?

Both a planning permit and a liquor licence are generally required to sell and provide alcohol to the public. Planning permits are issued by Council and should be accompanied by an Alcohol Management Plan.

Liquor licences are issued by the Victorian Commission for Gambling and Liquor Regulation. For more information see www.vcglr.vic.gov.au

How do I apply for a Planning Permit?

You will need to complete and submit a number of documents with your planning permit application, including:

- A. Mandatory Information
- B. Site Plan
- C. Alcohol Management Plan

These guidelines will assist you in preparing the required documents.

We want to work with you to promote the safe and responsible use and sale of alcohol.

What is an Alcohol Management Plan?

An Alcohol Management Plan (AMP) is a written document that outlines the strategies you will use to manage and mitigate potential risks associated with the service and consumption of alcohol on or around the relevant premises. If Council issues you with a planning permit, the AMP will form an important part of that permit. Council may take enforcement action if the permit and the AMP are not complied with.

Why do I need an Alcohol Management Plan?

Council recognises that drinking alcohol is a widely accepted social activity and responsible service of alcohol can support the local economy. Alcohol, however, is associated with significant problems in the community including health issues, injuries, road crashes, crime and anti-social behaviour. For this reason, it is important to plan the ways you will minimise any potential problems that may occur.

For more information:

Go to the Victorian Commission for Gaming and Liquor Regulation (VCGLR)'s website online: www.vcglr.vic.gov.au. The VCGLR is an independent statutory authority which assesses liquor licence applications, monitors compliance and assists with education on regulatory obligations.

Specific questions relating to liquor licensing and whether a planning permit is required can be discussed with Council's Planning & Design Unit which can be contacted by telephone **(03) 8571 1000**.

Phone 8571 1000

Fax 8571 5196

council@cgd.vic.gov.au



TTY: 133 677
Speak and listen: 1300 555 727
Internet: www.iprelay.com.au



TIS: 13 15 50

Find us online



www.greaterdandenong.com



www.facebook.com/greaterdandenong

www.twitter.com/greaterdandy

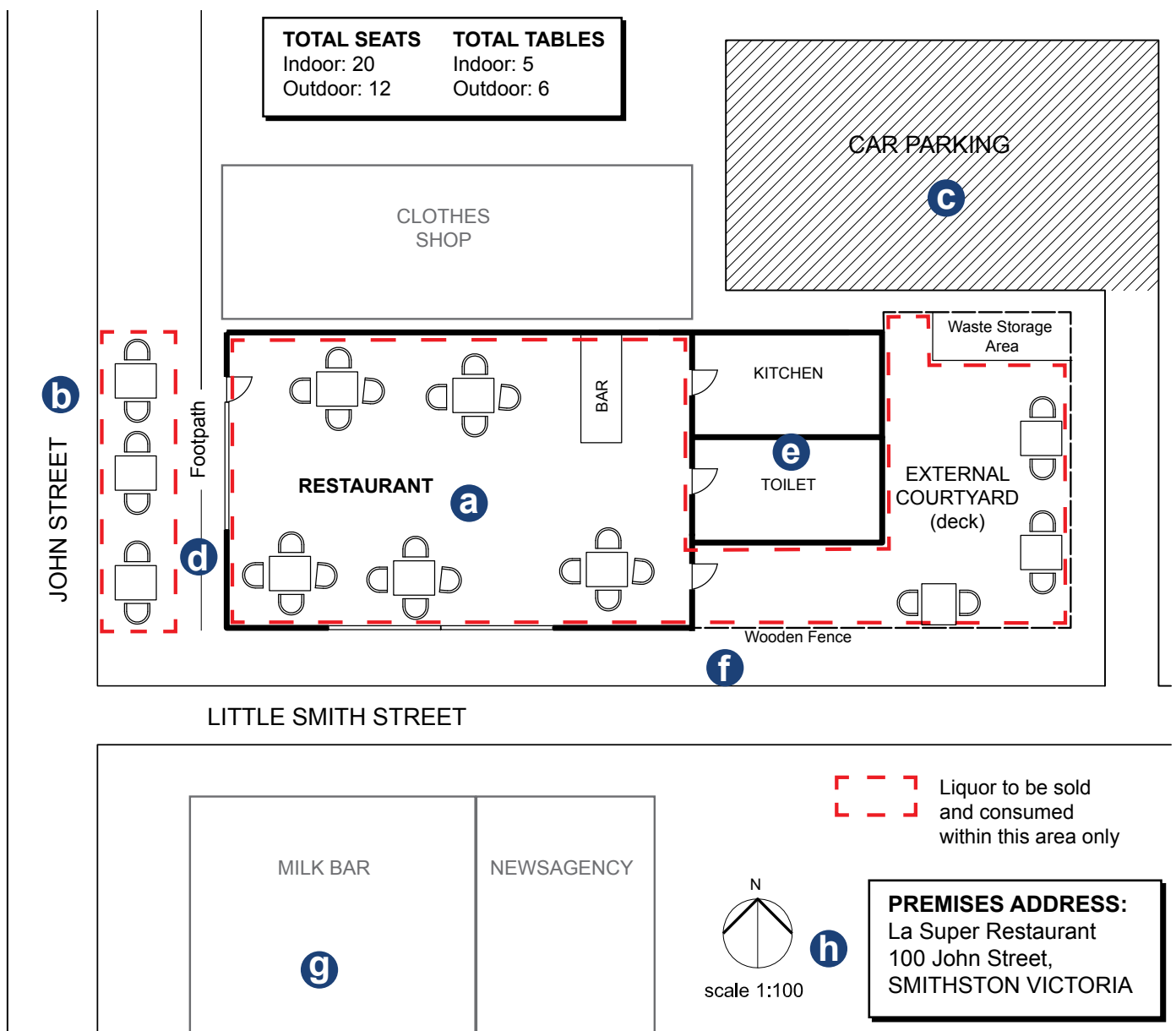
www.youtube.com/citygreaterdandenong

APPLICATION REQUIREMENTS

B. SITE PLAN

Three (3) copies of a site plan at a scale of 1:100 that shows:

- a** The proposed internal layout including seating areas and the number of tables and seats
- b** Surrounding streets
- c** Any car parking on the premises
- d** All major areas such as footpath, external courtyard and alfresco areas
- e** Key fixtures and functions such as toilets, register, kitchen etc.
- f** Information about how licensed areas are to be separated from non-licensed areas (e.g. fence)
- g** Neighbouring buildings
- h** The address of the premises, scale and north orientation



APPLICATION REQUIREMENTS

C. ALCOHOL MANAGEMENT PLAN

A written Alcohol Management Plan

The AMP should demonstrate that the licensee will take the appropriate steps to manage the risks associated with the sale and consumption of alcohol. As appropriate to the type of licence and the impact it may have, the AMP should include details of the following:

- Any existing planning permit allowing the current use of land
- Type of premises
- The type of licence being applied for or to be amended, with regard given to the type of licences available from the VCGLR
- Proposed number of patrons
- Proposed security arrangements
- Whether amplified (or live) music is proposed to be played on the premises
- Reasons for wanting or amending the licence
- Strategies to address the **Cumulative Impact** of your premises
- Food Act Registration number of Streatrader: Statement of Trade number
- Strategies to manage compliance, behavioural and amenity risks (see the following page for further details)
- Any other documents you believe will support your proposal and assist Council's assessment

Your legal obligations are:

- To serve alcohol responsibly
- Encourage responsible drinking
- Prevent underage drinking
- Reduce premises impact
- Ensure safety in the premises



Depending on the circumstances, the **cumulative impact** of any existing licensed premises and the proposed licensed premises on the amenity of the surrounding area may need to be considered as part of the planning permit application. Refer to the Greater Dandenong Planning Scheme and the Department of Transport, Planning and Local Infrastructure's (DTPLI) Practice Note 61 Licensed premises: **'Assessing Cumulative Impact'** for further explanation of cumulative impact in relation to licensed premises in the planning system www.dtpli.vic.gov.au. If unsure, please contact Council.

RISKS & STRATEGIES

How do I manage risks?

In addition to the information on the previous page, your Alcohol Management Plan (AMP) should detail the strategies you will use to demonstrate how potential risks associated with the sale and consumption of alcohol will be managed.

The AMP should consider, but not be limited to, the obligations and strategies outlined in the following pages. These are structured according to type of risk, each of which is explained on the relevant page:

- Compliance risk
- Behaviour risk
- Amenity risk

There will be some mitigation strategies that may not be relevant to your application. If a particular strategy is not relevant you will need to explain why this is so. Refer to the numbers shown in the key (right) to help you decide what is most relevant to your proposal.

What are best practice strategies?

Best practice strategies are included to encourage licensees to be proactive in addressing alcohol-related issues. Best practice refers to techniques, methodologies or strategies that have proven through research and experience to be effective and efficient in achieving a desired outcome in a particular situation or context¹.

Good management is important to ensure all premises are safe and to minimise alcohol-related problems in the community.

What applies to my premises?

Some mitigation strategies described in these guidelines may not apply to your proposal. Use the guide below to identify the ones that apply.

More than one category will be relevant to your application:

- 1 All Premises
- 2 All On-premises
- 3 High-risk On-premises e.g.
 - Hotels
 - Pubs
 - Nightclubs
- 4 Off-premises e.g.
 - Liquor stores
- 5 Clubs e.g.
 - Sporting Clubs

RISKS & STRATEGIES

COMPLIANCE RISKS

Compliance risks are related to the legal obligations of licensees to comply with Victorian State Law regarding the sale and consumption of liquor in accordance with the *Liquor Control Reform Act 1998* and the *Planning and Environment Act 1987*. You should consider how you are going to achieve compliance with these laws and explain strategies in your written Alcohol Management Plan. Consider the following strategies to manage risks:

Strategies:

- ① How will you ensure that you do not supply alcohol to someone who is intoxicated (drunk)?
- ① What procedures will you put in place to ensure that staff can verify proof-of-age?
- ① What system will you put in place to identify people that may be underage (under 18 years) as they enter the premises?
- ① How will you prevent alcohol from being supplied to someone under 18 years of age?
- ① What relevant training will you require staff and volunteers to take to ensure the Responsible Service of Alcohol (RSA)?
- ① How will you document the start and finish dates for RSA induction, refresher training and employment details for each member of staff or volunteer, including managers and security staff?
- ① How will you ensure that any RSA training remains up to date and does not expire after three years?
- ① How will you ensure that staff and volunteers stay up to date with any changes to liquor licensing?
- ① Where will you display the required posters and signage to reduce potential risks and raise awareness about the responsible service of alcohol? (see VCGLR website for details)
- ① What will you do to comply with the standards of Department of Justice, **Design Guidelines for Licensed Premises?** (available at www.justice.vic.gov.au/)
- ④ How will you comply with VCGLR's Code of Conduct for Packaged Liquor Licences? (available online at the VCGLR website)
- ⑤ How will you address your responsibilities set out in the **Our Club: Licensee Responsibilities**

Best Practice Strategies:

- ① Work with all authorities to comply with regulations and permit conditions.
- ① Be an active member of the Local Liquor Licensees Forum.
- ① Support programs that raise awareness among young people and their parents about the harms associated with underage drinking.

RISKS & STRATEGIES

BEHAVIOURAL RISKS

Behavioural risks are concerned with individual or group behaviour that impacts directly on the safety and comfort of patrons, customers and staff in and around licensed premises. You should consider how you are going to manage behavioural risks and explain your strategies in your written Alcohol Management Plan. Consider the following strategies to manage risks:

Strategies:

- ① What **House Policies** will you develop and where will you display these?
- ② How will you ensure free water is readily available at all times?
- ② How will you avoid incidents involving broken glass (e.g. use polycarbonate or tempered glassware)?
- ③ How will you manage queuing?
- ③ Where will you locate security for greatest effectiveness?
- ③ How will you prevent unauthorised entry from outdoor areas and queues?
- ③ What will you do to ensure that the ratio of door and general security staff to visitors is adequate?
- ③ What strategies will you use to discourage binge drinking? (e.g. avoid discounted alcohol promotions)
- ③ How will you proactively promote food and snack service and sales?
- ③ What will you do to ensure that you provide for the minimum amount of required seating at all times?
- ③ ④ What strategies will you apply to address the **cumulative impact** of your premises, if required?

House policies are statements or codes of conduct which outline to patrons the intentions of the licensee as to how they will manage and operate their business. They could include, but are not limited to:

- A Code of Practice excluding drinks promotions that result in rapid alcohol consumption. For example, not promoting multi-buy drink offers, happy hours, single-brand discount, sponsored events, shot competitions
- Policies to address crowd behaviour including safe visitor queuing and dispersal
- A Safe Transport Strategy that outlines how to get people home safely (these may include how to support designated drivers, public transport incentives and taxi availability)
- Displaying signage advising patrons to respect neighbours and minimise noise when leaving the premises explaining that patrons displaying unacceptable behaviour will not be tolerated on this premises.

Best Practice Strategies:

- ① Ensure all staff and volunteers are educated in strategies to deal with anti-social behaviour and difficult patrons.
- ② Avoid activities that imply alcohol is a key social gain e.g. raffles where alcohol is the prize, competitive drinking games.
- ③ Provide a variety of reasonably priced food and non-alcoholic drink incentives for designated drivers.
- ③ Take measures to ensure no more than 2 drinks are provided at a time to an individual.

RISKS & STRATEGIES

AMENITY RISKS

Amenity risks are associated with the external impacts of licensed premises on other surrounding land uses. You should consider how you are going to manage amenity risks and explain your strategies in your written Alcohol Management Plan. Consider the following strategies to manage risks:

Strategies:

- ① What strategies will you use to control amenity and noise impacts from indoor and outdoor areas of the premises?
- ① How will you ensure that deliveries and waste management do not negatively affect the area? (e.g. truck engines, glass bottles tipped into dumpsters, rubbish removal)
- ① How will you work with all authorities to reduce alcohol-related impacts in public spaces and the broader community?
- ② How will you ensure that you comply with times defined in Council by-laws and permit conditions regarding hours allowed for alcohol service and drinking in outdoor areas of the premises?
- ② What strategies will you use to ensure that no-one leaves the licensed area with alcohol (unless there is an off-licence permit)?
- ② What will you do to comply with Council's **Footpath Activity Guidelines** for alfresco dining?
- ② ⑤ How will you minimise noise impacts on surrounding properties (complying at a minimum with the conditions in the **State Environmental Protection Act, N1/N2**)?

Best Practice Strategies:

- ② Educate and alert staff and patrons to ensure minimal noise when people leave the premises, particularly in the evening e.g. discourage outside gatherings, and anti-social behaviour. Ensure any pass-out arrangements and time/s are understood by visitors and controlled by staff.
- ③ Discourage pass-outs after midnight.
- ③ Provide a diverse range of activities and entertainment options that do not necessarily involve alcohol consumption e.g. billiards.

DID YOU KNOW?

The **State Environmental Protection Policies (N1 and N2)** are legislated by the Environment Protection Act and aim to protect people from the effects of noise in noise-sensitive areas. The policies set maximum limits for noise emissions with the objective of controlling noise pollution and reducing any unreasonable interference from commerce, industry, trade or live/recorded music. You can find the DTPLI Practice Note on noise emission at: www.dtpli.vic.gov.au

The **Footpath Activity Guidelines** help businesses understand Footpath Trading. They provide guidance and clear examples of what constitutes acceptable footpath trading. The guidelines are available on the Council website: www.greaterdandenong.com