



The **BRISBANE DEUTSCHER TURN VEREIN INC. (Trading as the BRISBANE GERMAN CLUB)** is a registered and licensed community club serving German style food and beverages located at 416 VULTURE ST, EAST BRISBANE QLD 4169.

The premises comprise of the Bar, trading from Tuesday to Sunday; and the Restaurant, serving lunch and dinner Tuesday through to Saturday and lunch on Sunday. The premises provides live entertainment, cultural activities and makes itself available multiple private function spaces used for small to large functions.

The main revenue source for the Brisbane German Club is derived from the Bar as the Restaurant are contracted out via a leasing agreement.

TRADING HOURS:

The Brisbane German Club is currently trading from the below trading hours;

MONDAY	CLOSED
TUES- WED	12:00pm – 10:00pm
THURS - SAT	11:00am – Midnight
SUNDAY	11:00AM – 5:00PM

The Bar and Restaurant only open on a Monday for a special event and/or private function. While the Bar is licensed until 12:00 midnight, the business is usually closed by 10:00pm from Tuesday to Thursday and by 5:00pm on Sunday unless there is a specific event and/or function.

Trading times do vary with the seasons and the Club experienced busy trading usually in the months leading up to Christmas.

1. RESPONSIBLE SERVICE OF ALCOHOL INITIATIVES:

- a) Staff employed at the Brisbane German Club in the capacity of serving drinks are informed via our staff handbook of our policies and specific responsible service of alcohol policy.
- b) Staff working in the service areas of the Club are required to obtain and maintain certified RSA accreditation within 30 days of commencing employment at the Club.
- c) The Club employs experienced Managers who, in addition to current RSA accreditation, demonstrate proficiency in managing responsible service of alcohol in a whole of venue context.
- d) Staff are involved in regular staff meetings during which RSA principles and practices are discussed within the context of the Club's specific operating environment.
- e) Club policies are reviewed regularly to remain line with OLGR published responsible service of alcohol guidelines. The Club's RSA policy is attached as an appendix this plan.



- f) All employees' RSA, RSG and RMLV Certificates are kept in the Compliance File in the office for easy reference and accessibility.
- g) CCTV is operational at entries, exits, and throughout the club.
- h) The Club intends to join the local Liquor Accord for the East Brisbane area (Brisbane City Licensees Association) in the near future.

2. OPERATIONAL ELEMENTS OF THIS PLAN

2.1 LIGHTING

- a) The Brisbane German Club has adequate lighting from its entrance and surrounding external areas.
- b) External lights are set on timers to turn on at dusk and turn off at dawn.
- c) The main carpark area available to the club members and guests is always available and is well lit at night.

2.2 MANAGEMENT OF NOISE

- a) To ensure the club meets its license obligations in respect to noise, management monitor volume levels throughout each service and adjust as required.
- b) Entertainer performing at the Club must be briefed as to the terms and conditions of our license in relation to amplified music to ensure compliance.
- c) Should the request for live and amplified in the outdoor area of the premises be approved, management will follow strict directions to manage the noise levels at the same standard as they currently do across the entire venue.
- d) Club managers and licensed crowd controllers monitor patron noise and behaviour in and around the vicinity of the premises during trading hours and until all patrons have left the site following close each night.

2.3 CROWD CONTROL & VENUE SECURITY

- a) The venue is alarmed and secured at the end of every service and while the venue is unattended to ensure security of the premises. The alarm system is a back-to-base monitoring system which is programmed to contact 2 venue contacts and the police in the event of multiple alarm sensors being activated.
- b) The Club maintains a 16-line CCTV system recording incidents in, on or around the premises 24 hours per day.



- c) The Club operates with several safes into which takings, floats and ATM cassettes are locked after each trading period.
- d) During trading periods, although not a specific requirement of the Club's liquor license, the Club employs licensed crowd controllers on the premises for all special events, large functions, and busy days of trade (i.e. Friday and Saturday nights, and occasional Saturday and Sunday lunches).
- e) Security staff are rostered as required to manage larger anticipated patron numbers, however the Club usually operates with one security staff who is well known to the venue and the staff.
- f) Crowd controllers liaise closely with staff and management to effectively manage refusal of entry, refusal of service and/or dispute resolution.
- g) Significant incidents occurring on the Club's premises involving crowd controllers will be recorded in an incident register. This is kept as a record with full details of incidents involving patrons, staff and security in and around the Club.
- h) Crowd controllers are dressed in a way that is easily identifiable and distinguishable from patrons of the Club.

2.4 TRANSPORT

- a) The Club is fortunate enough to have a taxi rank directly across the road from the front entrance to the building.
- b) The club also has a taxi call service for all members and guests to utilise. In addition to this, Woolloongabba bus station is a short 2-minute walk away from the venue.

2.5 PROVISION OF FOOD

- a) A full a la carte menu is available at the Restaurant between the hours of 12:00pm-2:00pm / 5:30pm - 9:00pm
- b) In addition to this, there are snacks available from the bar (chips & nuts) during trading periods.
- c) On occasion, the Club utilises external food trucks to provide contract food services. Contract operators of these trucks must demonstrate the appropriate levels of current insurance and food safety accreditation to be considered by the Club.



2.6 STAFF TRAINING

- a) The Brisbane German Club management conduct staff training on a regular basis and all new employees are also inducted using the staff handbook, highlighting basic RSA/RSG, Safety and Fire protocols.
- b) It is also a condition of employment that employees involved in the service of food and beverage to customers hold a current RSA certificate.
- c) Additionally, all employees involved with gaming service to customers are required to hold a current RSG certificate. All relevant RSA and RSG circulars and updates are posted on the staff notice board for easy reference, as well as emailed to all staff.
- d) The Club employ experienced Managers who, in addition to current RSA accreditation, demonstrate proficiency in managing responsible service of alcohol in a whole of venue context to provide on the job training to all staff.
- e) Staff are also involved in regular paid staff meetings during which RSA principles and practices are discussed within the context of the Club's specific operating environment.

2.7 MANAGING MINORS

- a) Dealing with minors on the premises is part of the in-house and official RSA training. All staff know that any minor should be supervised and accompanied by an adult who is a parent or responsible adult.
- b) Minors are not served alcohol under any circumstances and patrons purchasing alcoholic drinks for minors are removed from the premises.
- c) All patrons are required when asked to provide acceptable evidence of age where there is any doubt, they are under the age of 18. Management supports staff who enforce and practice thorough ID checking.
- d) Minors are not permitted in the gaming area, nor the Club's designated Outdoor Smoking Area at any time.
- e) Minors are not permitted to be on the premises in any area after 10pm

2.8 MANAGING UNDULY INTOXICATED and DISORDERLY PATRONS

- a) Staff at the Brisbane German Club are trained and reminded of their RSA responsibilities in relation to unduly intoxicated patrons.
- b) Staff are trained in identifying signs of undue intoxication. These include:
 - i. **Speech** – slurring, incoherent, rambling or unintelligible conversation



- ii. **Balance** – difficulty walking straight, falling, unsteadiness or bumping into people or items
 - iii. **Co-ordination** – spilling drinks, difficulty opening or closing doors, difficulty counting money
 - iv. **Behaviour** – aggressive, argumentative, bad tempered, belligerent, disorderly, sexually inappropriate, violent, excessively loud, foul mouthed, vomiting.
- c) Staff members who identify unduly intoxicated or disorderly patrons are trained to notify a manager and/or security as a matter of priority.
 - d) All venue staff are authorised to call a taxi on behalf of an unduly intoxicated patron to assist the patron in safely exiting the venue and arriving home.
 - e) The Club does not allow intoxicated patrons to enter the Club premises.

3. MANAGING AMENITY SURROUNDING THE VENUE

How the impact of the business on the amenity of the community will be limited.

On occasions that the Brisbane German Club has a function finishing at midnight, management advise their security firm to ensure that they are standing at the roadside entrance to ensure noise and behavior is kept at appropriate levels.

Management also call multiple taxis at the end of a function to assist in dispersing crowds as soon as possible. Waste from the Restaurant is kept in a specific closed off area, and bottles are not tipped into the recycle bin by the cleaner until the next morning.

Consultation with community and liquor industry groups.

The Brisbane German Club are in close relations and communications with Clubs Queensland to ensure their policies and procedures remain current and compliant. All advice sought from the Office of Liquor and Gaming Regulation (OLGR) has been adequate and appreciated.



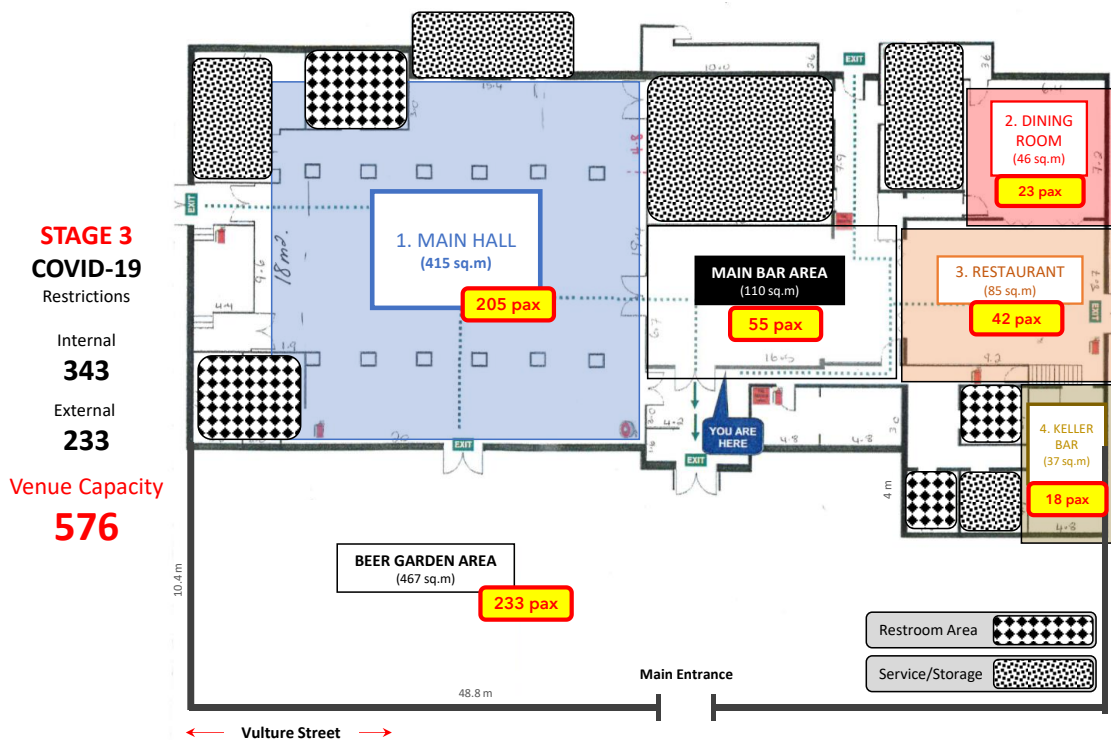
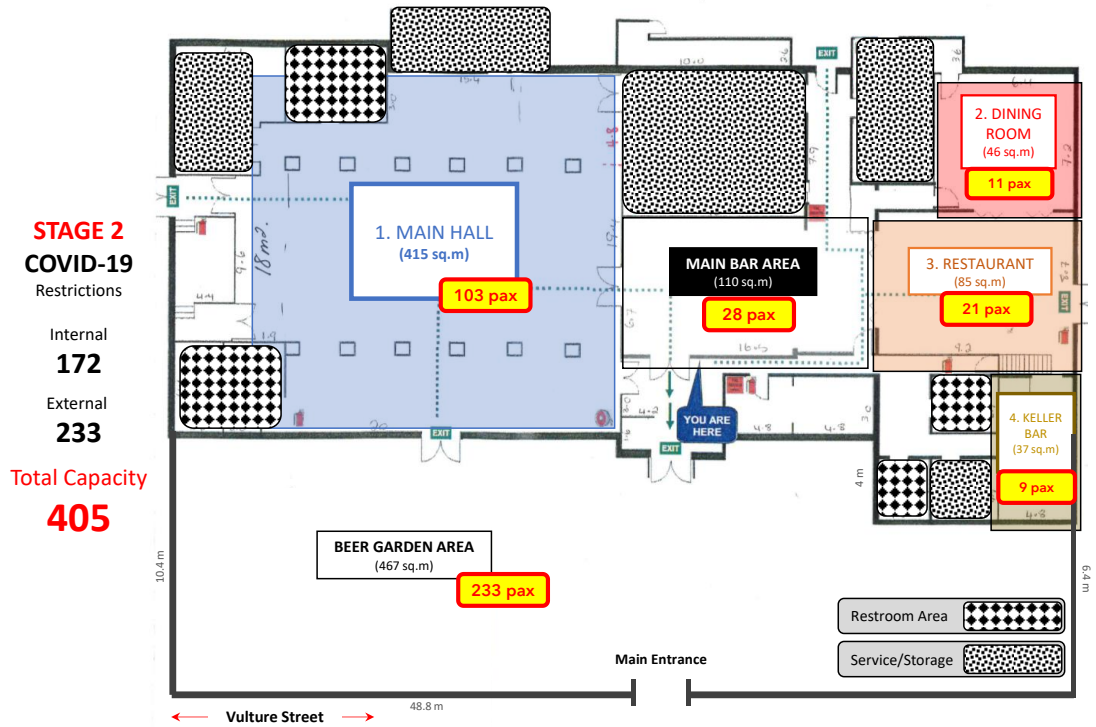
4. MANAGING COMPLIANCE

- a) The Club is routinely inspected to ensure compliance in the areas of Liquor licensing, Gaming, Food Safety, Fire and Evacuation Safety, WHS, Insurance and administrative governance. Results of these audits are used ensure compliance and to evolve standard operating procedures as required.
- b) The Club reviews all policies and procedures usually on an annual basis to maintain a high standard of compliance.
- c) The Club maintains a close relationship with internal industry contacts and Clubs Queensland to remain of changing trends and compliance issues within the industry.
- d) The Club has one dedicated smoking area that staff and patrons. This area is shown in the figure below. The designated smoking area is well signed and maintained. Staff are aware of the requirements by law in relation to maintaining this area.



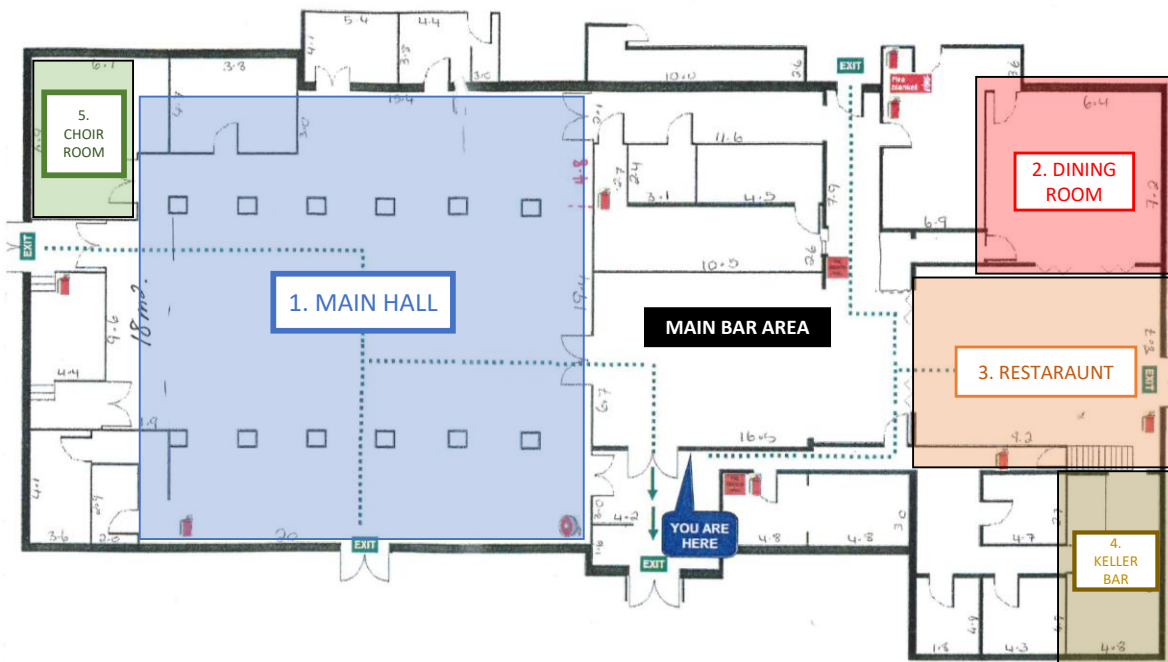


e) The Club abides by the relevant Fire Safety Regulations as regards the number of patrons allowed on the premises at any given time. In addition to the standard fire regulations the Club also has devised restricted operational capacity to fall in line with COVID Restriction Levels. The diagrams below illustrate these reduced operating capacities.





- f) Advertising of events – the marketing coordinator of the Club does advertise on a regular basis and for specific events and is aware of the restrictions in relation to advertising alcohol. The marketing coordinator also oversees the Kitchen’s advertising to ensure they abide by the advertising “Guideline 60: Unacceptable liquor practices and promotions in licensed venues”.
- g) Adult entertainment – the Club does not practice adult entertainment.
- h) Functions on premises – the Club has designated function room(s) and follows the same RSA and service criteria as is house policy in the Club. Function Bookings are conditional on signed agreement to respect RSA guidelines. The Club’s main function areas are shown on a graphic below.



For any further information

Signature:

Name: John Melenewycz - Club Manager / Secretary

Date: 20-OCT-2021



Contract Crowd Control - SOP

STARTING YOUR SHIFT		
1. Locate the Manager on Duty (MOD) to announce your arrival. Check with the MOD if there any special instructions for the night, and wherever possible greet the individual staff.		
2. Sign-on and collect working radio		
3. Conduct external patrol (see Appendix B) before returning to the Club's front entrance.		
After conducting external patrols base yourself at or near front entrance.		
MONITORING PATRONS		
4. Conduct regular internal patrols (see Appendix A) reporting to the MOD at the end of each patrol to;	Every 30 mins if you are the only guard	Every 20 mins if there are multiple guards
a. Confirm all areas are secure and incident free		
b. If requested, provide a head count for the venue		
c. Pro-actively report / discuss any patron(s) approaching intoxication		
d. Seek guidance from MOD regarding any patron(s) to be proactively monitored for intoxication / anti-social behaviour		
5. Proactively monitor and engage all patrons (large groups in particular)		
6. Be available to assist MOD in proactively managing patron behaviour		
7. Where required, assist patrons from the venue under the strict guidance of the MOD		
AFTER 10PM		
8. Minors are not permitted on site after 10pm ensure that all minors have exited the premise.		
9. Assist the MOD to inform patrons that last drinks have been called		
CLOSING TIME		
10. Ensure that all patrons have exited the venue, securing all doors to ensure patrons are unable to re-enter the venue.		
11. Conduct final External Patrols (see Appendix A)		
12. Conduct final internal Patrols checking all toilets to ensure all persons and property has been removed.		
13. Report to MOD that all patrols have been completed		
14. Attend the office to return radios, complete any incident reports as required and sign-off.		

MOBILE PHONES The use of mobile phones is to be minimised. Use of mobile phones for personal calls is not permitted while on shift except, under emergency circumstances.

WRITTEN INCIDENT REPORTS – Complete all written incident reporting / reviewing of CCTV footage at the end of the shift unless required to by attending emergency service providers.



APPENDIX A

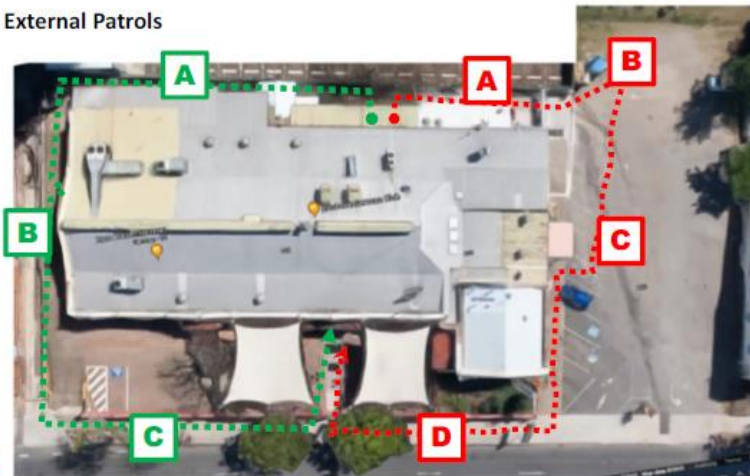
Internal patrols

- A – ATM Hallway
- B – Men's Toilets - Bar
- C – Ladies Toilets – Bar**
- D – Keller Bar
- E – Restaurant
- F – Rear Entrance
- G – Staff Room
- H – Male Toilets – Hall
- I – Choir Room
- J – Stage Entrance
- K – Ladies Toilets – Hall**
- L – Hall Exit to Beer Garden
- M – Main Bar Area



** Ladies toilets (checkpoints C & K) should never be accessed without the presence of a female staff member.
Boxes shaded in green are entry / exit points (F,G,J,L). Check inside and outside these doors as part of regular patrol.

APPENDIX B – External Patrols



- A - Starting at the rear entrance walk along path towards the NE corner. **No patrons allowed in this area.** Ensure there are no obstacles blocking this FIRE EXIT PATHWAY.
- B – Checking the rear stage entrance is closed and unobstructed. Performers vehicles only in this area. **No Patrons allowed in this area.**
- C – Returning to the Club's main entrance moving on loitering patrons and removing litter on top of block wall and general footpath close to the Club's entrance.

- A - Starting at the rear entrance walk along path towards the NW corner. **No patrons allowed in this area.** Ensure there are no obstacles blocking this FIRE EXIT PATHWAY.
- B & C – Check behind the industrial bins, the landing and lower cellar entrance. Ensure the car-park is free of loiterers and that doors are secure. Remove any glass from the area.
- C – Returning to the Club's main entrance moving on loitering patrons and collecting litter on top of block wall and general footpath close to the Club's entrance.