**Type of premises:**
Public restaurant

There are risks associated with the sale and consumption of alcohol due to the restaurant attracting individuals of all ages, however the restaurant will clearly visualise the Souv Hut Policy and the Code of Conduct in relation to the service and consumption of alcohol on the premises, which will ensure the prevention of risks and mitigate potential risks associated.

**Proposed number of patrons:**
Approximately 169 patrons

**Proposed security arrangement:**
We currently have the following:

1. 24 Hour, 7 day a week Closed Circuit Television Cameras (‘CCTV’) surveillance of the property which is clearly visible, including signs located inside and outside the restaurant which is monitored by the Manager/owner regularly;
2. 24 Hour, 7 days a week monitored alarm and panic button.

**Amplified music to be played on the premises**
We currently propose only to have background music for the relaxation and enjoyment for our customers.

**Reasons for wanting or amending the license**
Refer to our Application for planning permit to use the land for the sale and consumption of liquor.

**Strategies to adder the Cumulative Impact of your premises**
Refer to page 8-13 of our Application for planning permit to use the land for the sale and consumption of liquor, as enclosed.

**Food Act Registration Number**
F-2845

**Strategies to manage compliance, behavioural and amenity risks;**

**COMPLIANCE RISKS**

1. How will you ensure that you do not supply alcohol to someone who is intoxicated (drunk)?
   Refer to section 7 and section 9, clause 9.1 of RSA Policy supplied

2. What procedures will you put in place to ensure that staff can verify proof-of-age?
   Refer to our RSA Policy, section 6, clause 6.3
3. **What system will you put in place to identify people may be underage (under 18 years of age) as they enter the premises?**

Refer to our RSA Policy, section 6, clause 6.2 and 6.3

4. **How will you prevent alcohol from being supplied to someone who is under 18 years of age?**

Refer to our RSA Policy, section 6

5. **What relevant training will you require staff and volunteers to ensure the Responsible Service of Alcohol (RSA)?**

Refer to our Responsible Service of Alcohol Policy, Section 3.

6. **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?**

Refer to our Training Matrix, as enclosed and also Section 3 of our Responsible Service of Alcohol Policy.

7. **How will you ensure that any RSA training remains up to date and does not expire after three years?**

We will have a training refresher after 2 years and 6 month, as per training matrix and Section 3 of our Responsible Service of Alcohol Policy.

8. **How will you ensure that staff and volunteers stay up to date with any changes to liquor licensing?**

There will be a notice board and the staff members will be required to sign that they have accurately read the terms of the changes and records will be kept in RSA folder on site.

9. **Where will you display the required posters and signage to reduce potential risks and raise awareness about the responsible service of alcohol?**

The required posters and signage will be clearly displayed in the restaurant, at the front counter which is easily visible to customers wishing to purchase and consume alcohol.

Postage will also be displayed at the front entry door.

Furthermore our house policy will be displayed in our web site.

10. **What will you do to comply with the standards of the Department of Justice?**

We will work with all authorities to comply with regulations and work conditions.

We will be an active member of the Local Liquor Licenses Forum;
BEHAVIOURAL RISKS

1. **What House Policies will you develop and where will you display these?**
   We have developed Responsible Service- Code of Conduct, Responsible Serving of Alcohol at Functions Procedure, Incident Report Form, Alcohol Management Plan and our Responsible Service of Alcohol Policy, as enclosed. Furthermore we will display our Policy on our web site and display in store at the entrance.

2. **How will you ensure free water is readily available at all times?**
   We will provide free tap water as required.

3. **How will you avoid incidents involving broken glass?**
   We have cups which are made of polycarbonate which are break-proof. Non-Slip trays for service of alcohol. Staff will be trained to collect up bottles and glasses frequently from tables to avoid risks of bottles dropping and breaking.

AMENITY RISKS

1. **What strategies will you use to control amenity and noise impacts from indoor and outdoor areas of the premises?**
   Indoor/outdoor music will only be at a background level as we currently do. Outdoor areas will display signs indicating for patrons to respect the local environment when leaving. However with the implementation of alcohol, we do not expect the noise levels to be any more or less than what they currently are. Furthermore please refer to page 8-13 of our Application provided for more details.

2. **How will you ensure that deliveries and waste management do not negatively affect the area?**
   We do not expect it to be affected any more or less than what it currently is, we are located in a commercial 2 zone and our waste bins are located on the north side of the premises at the rear of the building, fenced off from the general seating area and view. Waste is collected weekly and is non-disruptive and does not negatively affect the area in any way thus far.

3. **How will you work with all authorities to reduce alcohol-related impacts in public spaces and the broader community?**
   Once the liquor license is granted, we will join the Greater Dandenong Liquor Accord in order to work with all authorities, including local Police, council representatives and other stakeholders in relation to alcohol-related impacts in public spaces and the broader community.

4. **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?**
Our trading hours are within the liquor licensing standard operating times; our operating hours are from 10:00am to 10:00pm daily, seven days a week (excluding some public holidays).

When serving alcohol in outdoor areas, there will clearly visible signs indicating where it is permitted to drink alcohol and where it is prohibited.

Furthermore, staff will be trained and will be aware where customers are permitted and prohibited to drink alcohol.

5. What strategies will you use to ensure that no one leaves the licensed area with alcohol?
   Refer to our Responsible Service of Alcohol Policy, clause 11.2, 11.4.
   Our staff will be trained with RSA and be trained to be vigilant in regards to patrons entering and leaving the restaurant with alcohol.
   There will be clear signage displayed at the exit and entry door indicating it is prohibited to leave the restaurant with alcohol.

6. How will you minimise noise impacts on surrounding properties (complying at a minimum with the conditions in the State Environmental Protection Act, N1/N2)?
   As the current state of noise on the premises is within the guidelines of the State Environmental Protection Act 1970, we should see no change nor anticipate any excessive noise change and continue to comply with the terms of the Act.