

POLICE BULLETIN BOARD

Section 154A Sale of Liquor Act 1989

This section provides as follows:

“Every person commits an offence and is liable to a fine not exceeding \$5000 who, being a licensee or manager of licensed premises, does anything in the promotion of the business conducted on the premises, or in the promotion of any event or activity held or conducted on the premises, that is intended or likely to encourage persons on the Licensed premises to consume alcohol to an excessive extent”.

In short, it is an offence to promote excessive consumption of liquor. Promotions are regularly monitored by the Police, DLA and Regional Public Health organisations.

To help you interpret what is and is not an acceptable alcohol promotion, a National Protocol on Alcohol Promotions has been developed and can be printed off the Alcohol Advisory Council web site: <http://www.alcohol.org.nz/host/professional/resources/resources.html#promo>

The protocol is a guide designed to help licensed premises to stay within the law. If you have any concerns over an intended promotion please contact the Licensing Sergeant or staff at the DLA to discuss the details of the promotion before you commit your premises to it.

Problem Premises

As a result of talking to various people in the liquor industry, it appears some licensed premises feel they are being unfairly ‘targeted’.

No system is perfect, but I believe the system we use to monitor bars is fair and effective.

If your premises is ‘causing problems’, you will be visited frequently and have those problems brought to your attention to give you an opportunity to address them. However, depending on the nature of the offending, the Police reserve the right to take direct enforcement action if this is deemed necessary. If you want to reduce the frequency of these visits it is very simple, improve the operation of your premises, if you are not sure how to do this, contact the Police Licensing Sergeant or the DLA staff for advice (see contact details below).

If uniformed Officers are not visiting your premises, don’t make the mistake of thinking we are not monitoring your performance.

We are using various methods to monitor premises. One of these is the Last Drink Survey, but a much more effective method is the use of ‘covert’ staff. Currently Police staff are used to carry out this monitoring, however in future, we may use a range of people to conduct this type of monitoring.

So be warned, you must be a ‘Responsible Host’ at all times, not just when you think uniformed Police are likely to visit.

If you have any Police enquiries please contact:

Liquor Licensing Sergeant - Tracy Patterson, or Snr Sgt Colin Irvine
Wanganui Police Station Phone 06 349 0600 Fax 06 346 3881

Door Staff need Communication Skills - Not Attitude!

Recently Police arrested a local ‘door person’ for a bit of biff. It is therefore opportune to remind you of the requirements of such people.

I have ‘lifted’ the following article from a previous newsletter of the Wellington Agency.

“The Police and DLA expect all door staff to operate in a calm, professional and courteous manner at all times, particularly when patrons hurl abuse or get aggressive.

Being a door person is an important job requiring people with good communication skills so that situations of conflict can be resolved without resorting to physical force.

On some occasions there is no alternative to physical force, but these occasions should be the exception rather than the rule. When force is required, the level used must only be enough to overcome the resistance of the person or people concerned.

This will be a subjective assessment made by door staff at the time the force is deemed necessary. However remember that it must be seen to be ‘justified and reasonable’ if investigated by Police.

Keep in mind the object of the force is to restrain the person or people concerned. There are very few situations when punching will be considered ‘justified and reasonable’. If your staff use ‘excessive’ as opposed to ‘justified and reasonable’ force, the Police will have no hesitation in arresting them and putting them before the Courts.

Put simply – always use the minimum amount of force that is required.

If you employ door staff, ensure they are well trained and carry out their duties in a professional manner.”

If at any time you are not sure of your role in any particular situation don’t hesitate to contact Police.

We all want to avoid these situations so after one has occurred always have a debrief and review what caused it.

You may find it useful to follow the “5 Whys” approach to your review, e.g.

- **Why** did security have to take the action?
 - Because we had an intoxicated/disorderly patron.
- **Why** was the patron allowed to get to this state?
 - Lack of monitoring and/or control by staff.
- **Why** did staff not do their job?
 - Because they are inexperienced, untrained, unsuitable etc
- **Why** has the establishment allowed this to happen/continue?
 - Because management don’t care. They are only interested in getting the patrons dollar.
- **Why** have you not brought this to the attention of the Agency?
 - ???

Remember, you will get the type of customers you deserve!

Fire Safety and Evacuation Schemes

No doubt many of you have seen the reports in the news recently of the tragic deaths of patrons in two licensed nightclubs in the United States. These deaths resulted from overcrowding, poor emergency procedures and failure to ensure fire exits were usable.

As operators of Licensed premises you have legal obligations to ensure your premises have adequate fire safety and emergency procedures in place and that **staff are trained** in what to do in the event of an emergency. (We have a letter on file from a very concerned visitor detailing a fire evacuation he experienced in one of our premises. By all accounts it was so disorganised that had it proved to have been a real fire there was a definite probability that a tragedy could have occurred). Remember that all exits must be usable at all times you are open for business. Usable means that doors are not locked, blocked by furniture and that the exit path is clear – no rubbish bins, beer crates/kegs, stoves etc.

Applications for renewal of On, Off and Club licenses require licensees to advise, if they have an approved evacuation scheme in place for their premises.

You should ensure you get your scheme organised and approved by the Fire Service from day one! Not only for the safety of your patrons but also because the Fire Service cannot and will not drop what they are doing just to action your 'urgent' request. Like all of us they need sufficient time to process the applications so get them in ASAP!

Beware also that at any time your licence can be suspended if the authorities believe your premises endanger the health or safety of any person on the premises.

Drink Spiking

The Midcentral Health Team have issued a poster to warn and advise patrons of the current goings-ons of Drink Spiking around the country and internationally. This practise is becoming more common and the District Licensing Agency wish to convey the same message.

1. Avoid leaving your drinks unattended; If it is necessary to leave your drink unattended have someone trustworthy keep an eye on your drink for you;
2. Beware of offers of a drink being purchased for you by someone you do not know or trust;
3. If you are unsure if your drink has been tampered with – DO NOT DRINK IT.

Think before you buy for Under 18s

Towards the end of last year until Christmas the Safer Community Council were running a campaign to promote thinking before buying for under 18s. The promotion was started with printed shopping bags, stickers and counter mats – the shopping bags were black with the "don't sell to under 18s" logo on it and were used when shoppers purchased alcohol. While further promotion is on hold at present, the District Licensing Agency still wish to promote the concept and remind premises of the consequences of their actions.

Purchasing alcohol for a minor can incur a fine up to a \$2,000.

Sale of Liquor to Minors

The Police take the sale of liquor to minors very seriously and in conjunction with the District Licensing Inspector and the Health Promoter (for Alcohol/Drugs & Smokefree) sting operations are run often in the District. Should a premise be found to be selling alcohol to a minor not only can the police apply to have the premises liquor licence suspended or cancelled but the licensee can be charged and fined up to \$10,000. For a manager selling to a minor up to \$2,000 fine and the Police can apply to have the Managers Certificate Cancelled.

LOCAL LIQUOR WANGANUI

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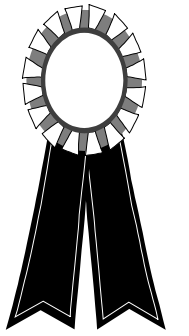
A newsletter prepared by the Wanganui District Licensing Agency for those in the liquor industry
September 2003

Congratulations!

In the latest issue of HANZ Service Line, The National Finalists in this year's awards for excellence included:

Stellar Bar & Restaurant – nominated for Excellence in Customer Service
Stellar/Bank Bar – nominated for Excellence in Gaming.

This once again indicates the high quality of premises within our district. Congratulations for the achievement to date and best wishes for the finals.



Day Light Savings - Sunday 5 October 2003

With the beginning of daylight savings due to commence on Sunday 5 October it is timely to remind you of our local policy in this regard, for those late night traders.

Licensed premises will trade through until normal closing time, close up then put your clocks back an hour.

Similarly in six months time you will trade through until normal closing time, close up, and then put your clocks forward an hour.

This agreement was based on the 'swings and round-about' principle and has worked satisfactory thus far.

NEWS FLASH!

A FREE Drink Safe Seminar is being organised for the first week of November 2003. An entertaining and informative look at tools for ensuring compliance with the Sale of Liquor Act.

Please read the flyer for further details (and post one on your notice board).

Information Available online

The District Licensing Agency now has information pamphlets and application forms available on the Wanganui District Council Web Site. There are also other forms of information that might be of interest to those in the liquor industry, such as the Sale of Liquor Policy, Contacts and Links to other liquor sites see www.wanganui.govt.nz/ESBU/LiquorLicence/index.asp

District Licensing Agency

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