



Clubs Toolkit

Disclaimer

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Contents

Introduction.....	3	PART C: Templates and forms	27
How to use this toolkit.....	3	1. Memberships	
Legislation.....	3	2. Licence and official documents	
Regulatory agencies.....	3	3. Manager’s Certificates	
Local alcohol policies.....	5	– Certified Manager’s Register	
PART A: Club compliance	7	– Temporary and Acting Manager’s Register	
Licence and official documents.....	7	4. Authorised customers	
Certified managers.....	7	– List of Affiliated Clubs	
Authorised customers.....	9	– Reciprocal Rights Agreement	
Host Responsibility	11	5. Host Responsibility	
Staff training	15	– Sample Host Responsibility Policy for Clubs	
Club signage.....	16	– Host Responsibility Implementation Plan	
Incident recording.....	17	– Duty Manager Start of Shift Checklist	
Trading hours.....	17	6. Staff training	
Resources.....	18	– Staff Training Register	
Penalties and fines.....	19	7. Incident reporting	
PART B: People safety	21	– Incident Log	
Alcohol harm.....	21	8. Amenity and good order	
Amenity and good order.....	21	– Alcohol Management Plan	
Management of serious incidents.....	23	– Alcohol Policy	
Banned or trespassed persons.....	24	– CPTED Checklist for Clubs	
Emergency management.....	25	– Noise Management Plan	
		9. Banned and trespassed persons	
		– Banned or Trespassed Persons Register	
		– Trespass Notice	
		10. Emergency management	
		– Staff Emergency Contacts	
		– Useful Contacts	



Introduction

The purpose of this toolkit is to:

- provide a single location in which to collate important documentation relevant to your alcohol club licence
- take the pressure out of compliance checks by enabling the swift presentation of all necessary documentation to regulatory agencies on request
- act as a quick reference guide for licensees, managers and other staff
- assist with staff training
- provide a prompt when licence renewals are approaching or refresher training is due.

How to use this toolkit

The toolkit is a living document, designed to capture and contain up-to-date information about your premises. We suggest that you:

- familiarise yourself with this toolkit and its contents
- insert documents relating to your premises where prompted
- print off extra copies of blank templates (eg, trespass notices and ID noting forms) from alcohol.org.nz and add to the toolkit as required
- update registers and documentation as necessary
- follow the links to further resources that will assist in the running of your premises
- contact your local regulatory agencies for help with policies, plans and procedures.

This toolkit should form part of the induction process for every club member who volunteers for bar duty. All bar staff should be familiar with the contents and confident in its implementation. This toolkit does not replace the need for in-depth Host Responsibility training.

Legislation

The Sale and Supply of Alcohol Act 2012 (the Act) is the legislation governing New Zealand's alcohol laws. The object of the Act is that:

- the sale, supply and consumption of alcohol should be undertaken safely and responsibly
- the harm caused by excessive or inappropriate consumption of alcohol should be minimised.

The harm caused by the excessive or inappropriate consumption of alcohol includes:

- any crime, damage, death, disease, disorderly behaviour, illness or injury, directly or indirectly caused, or directly or indirectly contributed to, by the excessive or inappropriate consumption of alcohol; and
- any harm to society generally or the community, directly or indirectly caused, or directly or indirectly contributed to, by any crime, damage, death, disease, disorderly behaviour, illness, or injury of a kind described in the paragraph above.

For further information, visit alcohol.org.nz

Regulatory agencies

Several agencies have a statutory role to ensure licensed premises (including clubs) are operating within the law.

These include the:

- Alcohol Regulatory and Licensing Authority (ARLA)
- district licensing committees (DLCs)
- licensing inspectors
- NZ Police
- Medical Officer of Health.

All alcohol licence applications and renewals are investigated by:

- licensing inspectors
- NZ Police
- delegates of the Medical Officer of Health.

Alcohol Regulatory and Licensing Authority

ARLA is the overarching national body set up to govern the Act. The Authority can have up to three District Court Judges (one of whom is the chairperson) and any number of other members. The Authority currently consists of a chairperson (who is a District Court Judge) and three other members. The primary role of ARLA is to:

- determine applications for licences, renewals, variations and Manager's Certificates referred to it by DLCs
- determine appeals arising from decisions of DLCs
- determine appeals against draft local alcohol policies
- give directions or guidance to DLCs
- determine applications for variation, suspension or cancellation of licences and Manager's Certificates from the Police or a licensing inspector.

District licensing committees

DLCs are situated within local councils. Each council must appoint one or more licensing committees to manage licensing matters within their district. DLCs are responsible for determining:

- licence applications, renewals and variations
- Manager's Certificate applications and renewals
- applications relating to licence suspensions for non-compliance with public health or fire precaution requirements
- applications for variation, suspension or cancellation of special licences, and applications for temporary authority.



Licensing inspectors

Licensing inspectors are appointed by local councils. The inspector looks into the suitability of all licence applicants and applicants for Manager's Certificates; the employment of certified managers; Host Responsibility practices; issues around operating hours; the proposed use; designation of the premises; and a wide range of environmental issues concerning the club and its premises.

The licensing inspector reviews the reports filed by the Police and the Medical Officer of Health and files a report to the DLC. The licensing inspector monitors licensed premises and licensees' compliance with the Act, and has the authority to issue infringement notices; appear at hearings; and make appeals to ARLA.

NZ Police

Alcohol Harm Prevention Officers receive copies of all Manager's Certificate and licence applications.

Police conduct vetting in a similar way to licensing inspectors but include background checks for suitability of individuals, members of partnerships, and directors and shareholders of the applicant club. Police have the power of entry to any licensed premises at any reasonable time or at any time when they have reasonable grounds to believe an offence against the Act is being committed; the ability to require the closure of premises in some circumstances including cases of rioting, fighting or serious disorder; and the ability to issue an infringement notice to any person alleged to have committed an offence under the Act.

Medical Officer of Health

Delegates of the Medical Officer of Health enquire into all new licence applications and renewals. The Medical Officer of Health is particularly interested in processes or conditions that may minimise harm to the community from the sale and supply of alcohol, and in Host Responsibility practices.

Monitoring and compliance checks

Police, licensing inspectors and delegates of the Medical Officer of Health regularly undertake licensed premises compliance checks to ensure both legal obligations and the conditions of alcohol licences are being met. Keep this toolkit up to date and readily available for when the regulatory agencies request to see it.

Fire and Emergency New Zealand

Licence applications (including renewals) request information about any approved evacuation schemes for buildings. Fire and Emergency New Zealand (FENZ) may monitor ongoing trial evacuations and training programmes and can offer advice for building evacuation procedures. A FENZ inspector can apply to suspend a licence for non-compliance with fire precaution requirements.

Controlled purchase operations

Controlled purchase operations (CPOs) are a compliance and enforcement initiative targeting the sale and supply of alcohol to minors. The operation involves supervised volunteers (under 18 years of age) attempting to buy alcohol from licensed premises. With clubs, the operation may also include volunteers (who are not club members and not affiliated with another club) attempting to purchase alcohol.

CPOs can happen at any time. If an alcohol sale is made to a volunteer, the manager, licensee and staff member who sold the alcohol are liable to prosecution. As long as bar staff are well trained and your processes for identifying minors are robust, you should not encounter any issues with a CPO.

Local alcohol policies

Any council may have a local alcohol policy (LAP) in relation to the sale, supply and consumption of alcohol within its district. This policy may be more restrictive than the Act. It may restrict licensed premises' operating hours and location as well as providing other conditions. It is important you are aware of what is contained in any local LAP. Contact your licensing inspector to find out more about your LAP.

Alcohol Accords

An Alcohol Accord is a partnership to promote community safety through safer alcohol consumption. Members typically include Police, council, public health, representatives of on-, off- and club-licensed premises, Te Hiringa Hauora and other interested parties and organisations.

Accords provide a proactive, non-regulatory way of bringing about safer streets, public spaces, parks, neighbourhoods and communities. The key objectives are to promote safe alcohol use and minimise alcohol-related harm. They can result in:

- reductions in crime, disorder and anti-social behaviour
- reductions in alcohol-related harm in the community
- an increase in public confidence regarding safety.

Contact your local licensing inspector for more information.



Insert the following documents under MEMBERSHIPS tab:

- **Membership of any Accord**
- **Membership of any association**



PART A: Club compliance

Licence and official documents

Your licence to supply alcohol is a critical part of your business; therefore, it is important you read and fully understand the document and the conditions of your alcohol licence.

Section 57(2) of the Sale and Supply of Alcohol Act states:

The holder of a club licence must ensure that at all times a copy of the licence, together with a statement of all conditions subject to which it is issued...is displayed attached to the inside of the premises, so as to be easily read by people using the premises.

Special licences

For special events, including club days and hireage of the club facilities, a special licence may be required in order to sell alcohol to the general public. Check with your licensing inspector.

For further information about licences, including applications and renewals, temporary authorities and special licences, contact your local licensing inspector. If your licence is lost or damaged, you may contact the DLC secretary to order a replacement.

Floor plan

An alcohol licence is granted for a defined area. This area is outlined on the premises floor plan submitted with the licence application and approved by the DLC. It is important to remember that alcohol may only be supplied and consumed within the defined area. The floor plan may be requested at the time of a compliance visit.

Administrative requirements for club licences

All proceeds from the sale of alcohol belong to the club.

The holder of a club licence must take all practicable steps to ensure that there is at all times a secretary of the club. Within 10 working days of the appointment of a new secretary, the secretary of the appropriate district licensing committee is told the name of the new secretary.



Insert the following documents under LICENCE AND OFFICIAL DOCUMENTS tab:

- Copy of alcohol licence
- Floor plan indicating the defined area
- Certificate for Public Use
- Building Warrant of Fitness
- Certificate of Registration
- Commercial use of footpath permit
- Grading Certificate
- Special licences

Certified managers

A Manager's Certificate allows you to manage any licensed premises including those with an on-licence, off-licence, club licence or special licence, unless limited by the DLC or ARLA.

All clubs must appoint a manager or managers. However, unless it is a condition of the licence or local alcohol policy (LAP), clubs do not, by law, have to have a manager on duty at all times (although this is advisable and worth considering). Some LAPs require a duty manager on the premises when there is a specified maximum number of authorised customers onsite.

The duty manager's name must be prominently displayed inside the premises, whether or not the duty manager is onsite. The duty manager is responsible for compliance with the Act and the conditions of the licence, whether they are onsite or not.

Working Men's Clubs must have a duty manager onsite at all times.

If there is no requirement to have a manager on duty, it is strongly recommended that there are measures in place to actively manage the premises at any time the club is operating and to ensure compliance with the Act and the licence.

Where a manager is on duty, that person is ultimately responsible for meeting the obligations of the legislation and the conditions of the club alcohol licence. Neither the president nor any other member of the committee has the authority to overrule any decision made by the manager on duty.

Responsibility of the duty manager

A manager on duty is responsible for ensuring compliance with the:

- Act
- conditions of the licence
- conduct of the premises, with the aim of contributing to the minimisation of alcohol-related harm.

No person under the age of 20 years can be appointed as a manager of licensed premises.

Before applying to the DLC for a Manager's Certificate, you must first complete the Licence Controller Qualification (LCQ).

The qualification is made up of two NZQA unit standards:

- 4646 – Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises
- 16705 – Demonstrate knowledge of Host Responsibility requirements as a duty manager of licensed premises.

For further information go to www.serviceiq.org.nz

Manager's Certificate applications

Contact your licensing inspector for an application form. Details are required of any relevant experience and training as well as other necessary information (eg, criminal convictions). Apply for the certificate in the area in which you work, not the area in which you live (if these are different).

Appointment of acting managers and temporary managers

The Act allows an uncertified person to be appointed as an acting or temporary manager if a holder of a Manager's Certificate is not available. An acting or temporary manager is considered to have the responsibilities of the holder of a Manager's Certificate and can be prosecuted for breaches of the Act just as the holder of a Manager's Certificate can.

An acting manager can be appointed to cover for short-term absences where the manager is ill, absent or on holiday. The acting manager may only be appointed for up to three weeks at any one time and up to six weeks in any 12-month period.

A temporary manager can be appointed where a manager is ill or absent for any reason, or is dismissed or resigns. The person appointed must apply for a Manager's Certificate within two working days. The person may then continue as a temporary manager until the application for a Manager's Certificate is determined.

Notifying changes

A licensee must give notice of the appointment, cancellation or termination of any manager, temporary manager or acting manager, within 48 hours of the appointment, cancellation or termination, to both the licensing inspector and Police (if the temporary manager or acting manager is appointed for 48 consecutive hours or less then no notification is required). A notification form is available through your local council website. Email the notification to the licensing inspector and Police.

Duty managers

If you have just employed a person who already has a Manager's Certificate and you wish them to be a duty manager, you need to complete the New Certificate Holding Manager section of the form. If you end the employment of a certified manager, you must complete the Termination/Cancellation of Manager Appointment section of the form.



Temporary managers

If you want to appoint a staff member as a duty manager and they do not hold a Manager's Certificate, you must complete the Temporary Manager's section of the form. If they do not lodge an application, the licensee must stop using them as a manager. If the application is refused, the licensee must terminate their appointment as manager effective within five working days.

Acting managers

You can appoint an acting manager when the manager is ill, absent or on annual leave for a period of no more than three weeks at any one time, and for a maximum accumulated period of six weeks within a 12-month period. This person does not need to apply for a Manager's Certificate.

Keeping records

A record must be kept of information for each manager (full managers, acting managers and temporary managers) at your premises. The record must be kept for at least two years and must contain the information specified in the regulations. This is in addition to any notice of management change you send the licensing inspector and Police. The licensing inspector or Police can ask to see the MANAGER'S REGISTER at any time.

Renewal of a Manager's Certificate

A new Manager's Certificate expires after 12 months and a renewed certificate expires after three years. It is the responsibility of the applicant to apply for a Renewal Manager's Certificate before the expiry date. Contact your licensing inspector.



Insert the following documents under MANAGER'S CERTIFICATES tab:

- Copies of Manager's Certificates and/or renewals
- Register of certified managers*
- Register of temporary and acting managers*
- Copies of any notifications of management change made under section 231 of the Act

*Template available

Authorised customers

A club licence allows for the sale of alcohol on club premises only to 'authorised customers'. It does not allow for the sale of alcohol to the general public.

An authorised customer is:

- a member of the club; or
- someone who is on the premises at the invitation of, and is with, a member of the club; or
- a member of another club that has reciprocal visiting rights; or
- a guest of a member of a club that has reciprocal visiting rights (this must be a specific condition on your licence; you must request it. See section 60(1)(b) of the Act.

A reciprocal visiting rights agreement is a formal, documented agreement between two clubs. This document must be ratified at a club committee meeting to validate the agreement.



How to confirm someone is an authorised customer

If bar staff do not recognise a customer as a member of the club, or are unsure if they are a current member, they must ask the following questions:

1. Are you a member of this club?
2. Are you a member of another club with reciprocal visiting rights?
3. Are you here as a guest of and accompanied by one of our members?
4. Are you here as a guest of and accompanied by a member of another club?

If a customer cannot answer 'Yes' to any of these questions, they cannot be sold alcohol.

Members of the public are allowed in the club to take part in activities. They can be sold food and non-alcoholic drinks.

Verification of membership for alcohol sales

It is important that systems are in place to help staff to verify authorised customers. Guests must come to the bar, where the server will determine whether or not they are legitimate customers. Stickers or stamps are frequently used to show that guests have been verified.

It is strongly recommended that all clubs have membership cards that will clearly prove membership. Some clubs also use membership cards for social members. These provide parents and supporters of young club members with identification to enable them to purchase alcohol at the club.

In order for a guest of an affiliated club member to purchase alcohol, your club must be endorsed under section 60 of the Sale and Supply of Alcohol Act. For further information, speak with your local licensing inspector.



Insert the following documents under AUTHORISED CUSTOMERS tab:

- List of affiliated clubs
- Reciprocal rights agreement*
- Systems for verifying authorised customers

*Template available

Host Responsibility

Host Responsibility is a set of strategies to help create safer drinking environments. It aims to reduce intoxication and its associated harms by:

- empowering the server of alcohol as well as other appropriate staff to intervene appropriately
- creating an environment where intoxication is not tolerated.

Host Responsibility is based on six key concepts.

A responsible host:

- prevents intoxication
- does not serve alcohol to minors
- provides and actively promotes free water, low-alcohol drinks and non-alcoholic alternatives
- provides and actively promotes substantial food
- serves alcohol responsibly or not at all
- arranges safe transport options.

For further information visit alcohol.org.nz

At licensing and renewal times, the licensing inspector, the Police and the Medical Officer of Health will want to see a copy of your Host Responsibility Policy and a plan of how you are going to implement this policy. This is your Host Responsibility Implementation Plan. If regulatory agencies feel there is a heightened risk around a particular premises, an Alcohol Management Plan (AMP) could be a condition of the licence under section 117 of the Act.

Dealing with intoxication

The Act prohibits any licensee or manager from:

- allowing an intoxicated person to enter the premises
- selling or supplying alcohol to an intoxicated person
- allowing a person to become intoxicated
- allowing an intoxicated person to be or remain on licensed premises
- allowing disorderly conduct on premises.

Indicators may include but are not limited to:

	Sober	Influenced	Intoxicated
Speech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
Coordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight.
Appearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
Behaviour	Behaving sensibly but may be more relaxed.	Overly friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

The Act states that a person is intoxicated when he or she is observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident:

- Speech is impaired.
- Coordination is impaired.
- Appearance is affected.
- Behaviour is impaired.

Three key strategies should be used to limit or prevent intoxication:

1. Build staff capacity to intervene confidently and expertly.
2. Build customer expectations of an intervention.
3. Create a culture of strong team communication.

For further information refer to the Manager's Guide, available online at alcohol.org.nz

The INTOXICATION ASSESSMENT TOOL outlines a range of indicators within speech, coordination, appearance and behaviour that can indicate whether a customer is sober, influenced or intoxicated. Staff should be familiar with this tool and use it along with the INTOXICATION PREVENTION TOOL to ensure appropriate interventions are made and intoxication is not a problem on your premises.

Both tools can be downloaded or ordered from alcohol.org.nz



*Insert the following documents under
HOST RESPONSIBILITY tab:*

- Copy of your Host Responsibility Policy*
- Copy of your Host Responsibility Implementation Plan*
- Copy of your Alcohol Management Plan*
- Duty manager checklist for start of shift*

*Template available

Place of safety

Intoxicated individuals may be vulnerable targets as well as problematic offenders. Licensed premises must remove intoxicated customers from the premises or manage and supervise them in a 'place of safety' until they can be removed safely from the premises.

The Act does not define a 'place of safety' and licensees should seek advice from the regulatory agencies before designating part of their premises as a place of safety. The expectations of the Police are that it would be a supervised area in which a person could not be served alcohol. It would be a stepping stone to leaving the premises, not a chill out zone where marginal customers can be placed until sober and then allowed back to the bar.

'Places of safety' should be a last resort option, not the first. Your aim is to prevent customers from becoming intoxicated.

No BYO alcohol

The holder of a club licence must ensure that, while the premises are open for the sale or supply of alcohol, no person consumes on the premises any alcohol not sold or supplied on the premises by the licensee.

Dealing with minors

In New Zealand, we have a minimum legal purchase age, which means that under no circumstances can alcohol be sold to a person under 18 years of age (a minor). Your policy for managing minors should be stated clearly in your HOST RESPONSIBILITY POLICY. A range of restrictions also relate to minors being on licensed premises. In some instances, a minor may consume alcohol supplied to them by their parent or legal guardian who is with them.¹

Most club premises are undesignated (have no designation). This means that persons of any age may be in this area. However, no minor may ever purchase alcohol.

Proof of age

Staff are responsible for establishing proof of age and should ask for identification. The customer must prove they are old enough to buy alcohol or be on a licensed premises. With no proof of age, they should be denied service.

Many premises have a policy of asking for ID if a customer looks under 25 years of age. Ask for ID every time.

Only four types of identification are considered acceptable. Each contains a photograph for positive identification. These include a current:

- New Zealand or overseas passport
- New Zealand driver's licence
- Kiwi Access card
- Hospitality NZ 18+ card.

¹ 'Parent' means natural, adoptive or foster parent. 'Guardian' means a guardian under the Care of Children Act 2004. A guardian has all the duties, powers, rights and responsibilities that a parent has. A legal guardian is NOT just an older friend, coach or family member. It is a legal status and customers must provide proof of this relationship (ask for the legal documents that prove guardianship).



Guide to checking ID

1. Ask to see the customer's ID if they look 25 or under.
2. The customer must remove the ID from their wallet.
3. Check the date of birth (know the cut-off birth date at which you must deny customers access to your premises).
4. DO NOT look at the picture first; look at the picture last.
5. Feel the surface and edges of the card with your thumb, checking for blemishes or tampering.
6. FIRST, while talking to the customer, look for distinguishing features on their face, nose, chin and jaw.
7. SECOND, look at the picture on the card – ensure this has the same features as the face.
8. Shine a torch from behind the photo and the date of birth.
9. If further validation is required, check their signature against the card (get them to sign).
10. Can you PROVE to Police you have ID-ed the customer? (Cameras/Notebook/Stamp)

The biggest mistake bar staff make is to calculate the age incorrectly from the date of birth provided. You should know today's date and subtract 18 years. Anyone born after that date is under age.

Fake and fraudulent ID

Every effort must be made to prevent the use of fake or fraudulently presented ID to gain illegal entry to licensed premises. Note any incidents of suspected presentation of fraudulent ID in the INCIDENT LOG.

If you are suspicious that ID has been tampered with or is fraudulently presented, follow the steps outlined below:

1. Ask the person if they have another form of identification (in many instances a person will only have one form of fake ID and if they produce another form of ID it may help to verify their identity).
2. If the presented ID has a signature, invite the person who has presented the ID to sign a blank piece of paper and compare the signature to the one on the ID.
3. Record the details of the suspected fake ID and any other ID that may be produced in the INCIDENT LOG. Record the particulars of the person presenting the ID and their next of kin (home address and phone number(s)).
4. Tell the person who has presented the ID that it appears to be fraudulently presented and:
 - note their explanation
 - ask them if they are willing to wait until the Police are contacted to arrive to inspect the ID
 - refuse entry to your club.
5. Wait with the person until Police arrive. If the person will not wait for Police but agrees to abandon the ID, follow the steps below:
 - Record the details of the ID in the INCIDENT LOG.
 - Arrange to drop the ID to the Police Station or Alcohol Harm Prevention Officer.
 - Insist the person obtains an authentic ID before any future entry into the venue and service will be considered.



If the person demands the return of the ID:

- you have no statutory power to seize the ID and you should return it to the person
- make contact with other licensed premises in your area and alert them to the suspected fake or fraudulently presented ID and give them a description of the person
- record the circumstances and person's description and forward to Police (Alcohol Harm Prevention Officer). Note: Do not use force to retain the ID.

If the person presenting the ID leaves the licensed premises, abandoning the document in the possession of yourself or one of your staff members, you must:

- secure the ID (for handover to Police)
- record the time, date and circumstances surrounding the abandonment of the ID for the information of Police and promptly deliver the ID to Police (Alcohol Harm Prevention Officer) for further enquiries.

Substantial food

A reasonable range of food must be made available at all times, at reasonable prices and within a reasonable period of time. Food on display, menus on tables and menu boards can help to ensure the food is actively promoted.

A minimum of three substantial types of food should be available (and this does not mean three types of pie). For further information see the Manager's Guide, available online at alcohol.org.nz, or contact your licensing inspector.

Free water

Water must be freely available at all times and all club licences have to include a condition stating a place or places on the premises where it will be available to customers. It should be chilled, attractively presented and free of charge, with clean drinking vessels provided. A reasonable range of non-alcoholic drinks and low-alcohol drinks (those with 2.5% alcohol or less) must also be made available, at reasonable prices, at all times.

Alcohol promotions

The Act creates offences and penalties for certain irresponsible alcohol promotions or activities. These can result in fines and licence suspensions, have a negative impact on the licence or Manager's Certificate (eg, at renewal), and damage the reputation and prospects of a business.

It is an offence to:

- encourage excessive consumption of alcohol
- promote or advertise discounts on alcohol of 25% or more, anywhere that can be seen or heard from outside the licensed premises
- promote or advertise free alcohol (unless the promotion/advertisement cannot be seen or heard from outside the premises)
- offer goods, services or prizes on condition that alcohol is bought (unless the offer is made on the premises about buying alcohol on the premises)
- promote alcohol in a way that has special appeal to minors.

Code for Advertising and Promotion of Alcohol

All advertising and promotions should also comply with the Advertising Standards Authority's voluntary Code for Advertising and Promotion of Alcohol. This code identifies principles by which the acceptability of alcohol advertising, promotions and sponsorship should be judged.

Alcohol advertising and promotions shall:

- observe a high standard of social responsibility
- be consistent with the need for responsibility and moderation in alcohol consumption
- be directed at adult audiences in both content and placement.

Sponsorship advertisements shall promote the sponsored activity, team or individual. The sponsor may be featured only in a subordinate manner.

Advertising, promotions and sponsorship that are the subject of a complaint may breach these principles and may be referred to the Advertising Standards Complaints Board for a decision.

For further information on appropriate alcohol promotions, see 'National guidance on alcohol promotions' and 'National guidance on remote sales of alcohol' available at alcohol.org.nz

Transport options

Accurate information about the forms of transport available must be readily accessible to customers at all times. Staff must also be readily accessible to provide this information. It is therefore important that you collate this information, keep it updated and make sure staff are aware of transport options available in your area.



Insert the following documents under HOST RESPONSIBILITY tab:

- Local transport information – taxi, bus, dial a driver, etc.

Staff training

You are required to have a staff training policy in place. This should be outlined in your HOST RESPONSIBILITY IMPLEMENTATION PLAN. Complete the STAFF TRAINING REGISTER at the time staff training is completed. This information may be requested by the Police or a licensing inspector.

It is important that all staff are aware of their legal obligations and their role in reducing alcohol-related harm. Training helps provide staff with clear roles and responsibilities, and models service and interventions that ensure premises meet their legal obligations.

Staff need to know and have access to a list of all affiliated clubs.

It is strongly recommended that all new staff undertake a basic training before selling alcohol behind the bar AND that **all staff complete refresher training at the start of each season.**

ServeWise

ServeWise is a free e-learning tool for bar staff that provides a basic understanding of the Sale and Supply of Alcohol Act. It has a strong focus on intoxication, minors, server intervention and Host Responsibility.



The benefits of having all staff complete ServeWise include:

- increased staff knowledge of legislation and personal liability
- development of practical competencies and interventions
- no cost to you or your staff
- the ability for staff to access and complete the training when it suits them
- increased compliance with the Act.

Staff can access the training at [ServeWise.alcohol.org.nz](https://www.serve-wise.org.nz). Certificates of completion can be printed off and copies placed on file in the staff training register.



Insert the following documents under STAFF TRAINING tab:

- Staff training register*
- Copies of staff training certificates
- Licensed club: reminder for staff selling alcohol*

*Template available

Club signage

Every holder of a club licence must display a copy of the licence, showing the conditions, in the interior of the premises where it can be easily read by people entering the premises. The licensee is also required to display, at each principal entrance, a sign where it can be easily read on the exterior of the premises, showing the ordinary hours of business during which the premises are open for the sale of alcohol.

In addition:

- the full name of the manager on duty must be prominently displayed inside the premises where it can be easily read (remember to take it down again when your shift is over)
- your Host Responsibility Policy should be prominently displayed
- the DLC also requires you to display signage including restrictions on the sale of alcohol to minors and the complete prohibition on sales to intoxicated persons.

Signage to be displayed:

- Copy of the licence
- Full name of duty manager
- Host Responsibility Policy
- Ordinary hours of business for sale of alcohol.



Incident recording

Any incident that happens on your premises, whether significant or not, should be recorded in an INCIDENT LOG. Types of incidents that should be recorded include:

- staff interventions with intoxicated customers
- removal of intoxicated customers
- attempted purchase by a minor
- suspected presentation of fraudulent ID
- inappropriate behaviour by customers, fights, accidents, drug use, damage, theft, etc.

When visiting your premises, regulatory agencies will want to see an incident log. This indicates to them that you and your staff are actively managing incidents.



Insert the following documents under INCIDENT RECORDING tab:

- Staff training register*
- Copies of staff training certificates
- Licensed club: reminder for staff selling alcohol*

*Template available

Trading hours

The hours of trading stated on your alcohol licence declare the outer parameters of your trading period. Purchases must not be processed after the declared closing time and measures should be taken ahead of this time to ensure all customers are paid up and removed from the premises by closing time.

Resources



Date of Birth Chart

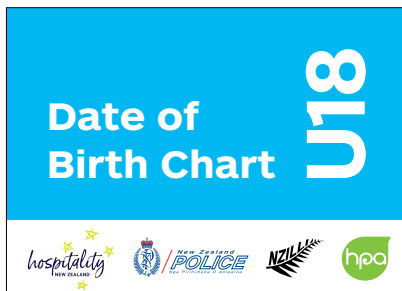
U18

YEAR	2018	2019	2020	2021	2022	2023	2024
1995	22	23	24	25	26	27	28
1996	21	22	23	24	25	26	27
1997	20	21	22	23	24	25	26
1998	19	20	21	22	23	24	25
1999	18	19	20	21	22	23	24
2000	17	18	19	20	21	22	23
2001	16	17	18	19	20	21	22
2002	15	16	17	18	19	20	21
2003	14	15	16	17	18	19	20
2004	13	14	15	16	17	18	19
2005	12	13	14	15	16	17	18
2006	11	12	13	14	15	16	17
2007	10	11	12	13	14	15	16

Legend:
■ Yes
■ Maybe*
■ No

*27 unless a birthday has occurred before the current month and day

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Before selling alcohol to customers in a club you should ask and confirm the following:

- Are you a member of this club?
- Are you a member of another club with reciprocal visiting rights?
- Are you here as a guest and accompanied by one of our members?

AL1098 - A | 1 MAY 2019

NZIA | hpa

Before selling alcohol to customers in a club you should ask and confirm the following:

- Are you a member of this club?
- Are you a member of another club with reciprocal visiting rights?
- Are you here as a guest and accompanied by one of our members?
- Are you here as a guest of and accompanied by a member of another club?

AL1098 - B | 1 MAY 2019

NZIA | hpa

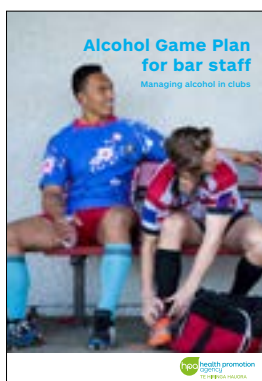
Before our staff can sell you alcohol they must confirm that you are either:

- A member of this club;
- A member of another club with reciprocal visiting rights;
- Here as a guest of a member of this club and accompanied by them;
- Here as a guest of a member of another club and accompanied by them.

Have your membership card ready.

AL1098 - C | 1 JAN 2019

NZIA | hpa



Signage can be downloaded or ordered from alcohol.org.nz/hospitality-and-industry

Penalties and fines

Serious penalties can be incurred for breaches of the Act. Licensees, managers and bar staff can all be prosecuted. It is essential that all staff understand the requirements of the legislation, and its significance to their job.

Penalties and fines (maximums stated)			
Offence	Section of the Act	Licensee or manager	Bar staff
Irresponsible promotions	237	\$10,000. The licence may also be suspended for up to seven days	\$10,000
Sale of a banned alcohol product	238	\$20,000	\$20,000
Sale or supply of alcohol to minors	239	\$10,000. The licence may also be suspended for up to seven days	\$2,000
	241	\$2,000 (supply to a minor)	\$2,000
Unauthorised sale or supply	247	\$20,000. The licence may also be suspended for up to seven days	
Sale or supply to an intoxicated person	248	\$10,000. The licence may also be suspended for up to seven days	\$2,000
Being intoxicated on duty	250,	\$4,000	\$2,000
	251		
Allowing intoxication on licensed premises	252	\$5,000	
Allowing disorderly conduct on licensed premises	253	\$10,000	
Sale of spirits in a vessel exceeding 500 ml	254	\$2,000	\$2,000
Allowing a person on licensed premises outside licensing hours	256	\$10,000	
Failure to comply with certain requirements or restrictions	259	\$5,000	
Sale of a prohibited alcohol product	259	\$5,000	
Failure to appoint a manager, have a manager on duty, or notify appointments and terminations	258, 259(1)(a)	\$5,000	
Refusal, or unreasonable delay, of entry to Police/inspector, or refusal to provide Police with particulars or evidence	267(4), 269	\$2,000	\$2,000
Refusal or failure to produce licence or documentation or to provide assistance or information to Police/inspector	267(5)	\$2,000	



Infringement offences			
Offence	Section of the Act	Max fine	Infringement fee
Underage purchase	243	\$2,000	\$250
Manager intoxicated on duty	250	\$4,000	\$500
Employee intoxicated on duty	251	\$2,000	\$500
Spirit sales in vessels over 500 ml	254	\$2,000	\$250
Offences relating to evidence of age documents	257	\$2,000	\$250
Duty manager's full name not prominently displayed	258, 214	\$5,000	\$250
Failure to comply with certain requirements or restrictions	259	\$5,000	\$250
Consumed/possessed or brought alcohol into an alcohol banned area	147 (Local Government Act 2002)		\$250
Failure to display duty manager's name (if a condition of licence)	258(1)(b), 214(3)		\$250

Infringement notices

Where a licensing inspector or Police Officer observes a person committing an infringement offence or has reasonable cause to believe that an infringement offence is being or has been committed by that person, they may issue an infringement notice to that person for an amount not exceeding \$1,000.

Offences for which infringement notices may be issued may be prosecuted through the courts and on being found guilty may incur up to the maximum fine (except for an offence against section 259 – Failure to comply with certain requirements or restrictions imposed by or under this Act – which can only result in an infringement notice).

PART B: People safety

Alcohol harm

Alcohol has become closely linked to sport and is seen in clubrooms, changing rooms, car parks and side-lines. Higher than average levels of risky alcohol consumption and alcohol-related harm occur among people involved in sport. Harm reduction work should be a priority in sports clubs.

Many people view alcohol as a drink that causes no apparent harm. However, even moderate alcohol use carries health and social risks and can lead to injury, drunk-driving offenses, assaults (including sexual assaults), and family violence.

Alcohol is a contributing cause to over 60 different diseases and health conditions and, for almost all, heavier alcohol use means higher risk. These include cancers and conditions affecting the liver, stomach, food pipe, intestines, heart, blood, immune system, nervous system and sex organs. And if pregnant, alcohol also harms the developing baby.

As a server of alcohol you are required under the provisions of the Sale and Supply of Alcohol Act 2012 to minimise the harm caused by the excessive or inappropriate consumption of alcohol. You also have a vital role to play in communicating responsible drinking messages to your members and their guests.

Amenity and good order

At the time of licence renewal, the DLC will consider the effects of your licensed premises on local amenity and good order.

'Amenity and good order' is defined in the Act as *"...the extent to which, and ways in which, the locality in which the premises concerned are situated...is pleasant and agreeable"*.

It has a physical, or intangible, component, which may include the character and appearance of a building; proximity to shopping facilities; provision of parking facilities; traffic density and movements; quality of infrastructure; absence of noise and disorder; and absence of unsightliness or offensive odours.

It may also incorporate intangible components such as psychological, social or moral components.

For new licences, the Act specifies that, in deciding whether amenity and good order would be likely to be reduced by more than a minor extent, the following must be taken into account:

- current, and possible future levels, of noise, nuisance and vandalism
- the number of other licensed premises in the area
- compatibility with the current and future use of surrounding properties (other considerations also apply if the DLC's opinion is that the amenity and good order is already badly affected by existing licences – see section 105(1)(i)).

Noise, litter, anti-social behaviour and congestion around licensed premises can detract from amenity and good order and cause concerns for the community. They can also impact on a licensee's suitability. As a licensee you have a responsibility to prevent anti-social behaviour in and around your premises.

Late trading has a significant effect on the amenity of local residents.

Being a good neighbour

Proactively manage your relationship with your immediate neighbours by providing them with a contact number to call if there are issues requiring attention.

Crime Prevention through Environmental Design

Giving thought to the way you design your premises inside and out can lead to a reduction in criminal opportunity and helps to foster positive social interaction among your members.

Crime Prevention through Environmental Design (CPTED) for licensed premises covers areas such as club bar layout, lighting, ventilation, closed circuit television, entrances and exits. A CPTED SELF-AUDIT will highlight areas needing further attention or improvement.



For further information see alcohol.org.nz



Insert the following under AMENITY AND GOOD ORDER tab:

- Alcohol Management Plan*
- Alcohol Policy*
- Copy of CPTED self-audit*
- Noise management plan*

*Template available

Closed circuit television

Closed circuit television (CCTV) has become cheaper and easier to use. It is particularly useful for observing areas that cannot be easily or naturally observed within and around licensed premises.

CCTV can act as a deterrent to bad behaviour, particularly where members of the public are aware that they are being monitored and that action may be taken against them. If the purpose of installing a CCTV is to deter, then it should be highly visible; if the purpose is to provide intelligence for identification purposes, it should be more discreet.

Staff must understand how to operate the equipment and how to view and download footage. CCTV and other forms of visual recording, including Go Pro cameras and other recording devices, capture images of people, which can be used, stored, manipulated and disseminated. Those who operate the systems need to be aware of how to manage privacy issues. For further information, go to the website of the Privacy Commissioner www.privacy.org.nz and search 'CCTV and privacy'.

Management of serious incidents

NZ Police have provided the following information as a guide on how to manage serious incidents. All staff should be familiar with the process outlined below.

1. Preventing a potentially serious incident by early removal of potential problems is always the preferred course of action. Remember that as a licensee you can close your premises at any stage.
2. In the event of a serious incident you must designate someone to call the Police immediately. Emergency services need to be on the way as soon as possible to prevent any possible escalation.
3. If injury or serious harm has occurred, the injured party should receive medical attention. Preferably in the first instance this will be from a staff member. If it is unsafe to give assistance at the immediate scene, remove the injured person to a safer area.
4. If a weapon is identified (glass, bottle, knife or other implement), this should be secured in the location it was discovered. However, if it is not safe to do so, or there is a chance it might go missing, carefully store it in an area that is safe.
5. Where possible, customers should be separated into those who saw something, and those who say they did not. It is not imperative that staff get this exactly right. The following investigation will determine the accuracy of the statements made by either group.
6. If someone wants to leave, try and dissuade them from doing so. If you cannot persuade people to stay, attempt to get the name and details of the people leaving and verify them where possible. Be aware there is NO legal requirement for bar staff or the licensee to do this. In these circumstances, if possible, try to obtain their facial images on a camera without them knowing. They can be identified during the following investigation.
7. If the scene can be kept clear, you should then apply the following steps to that scene: FREEZE – CONTROL – PRESERVE. It is probable that the scene will be heavily contaminated; in this case, witnesses are possibly far more important evidentially.

8. Once the incident is over, the licensee should be able to provide the full details of the staff present, and what they have been doing in relation to the incident, to the attending Police on their arrival.
9. Finally, as the licensee, it is your responsibility to secure and preserve the video footage of ALL cameras in and around the premises. It will be collected at a later time by the Police.

Banned or trespassed persons

There will be many different reasons why you might want to have someone trespassed from your premises. This may be due to people committing offences on your property, being disorderly, violent or intoxicated, or simply having no right to be there. As the licensee and occupier, you have the right to control access and deny entry to anyone at any time.

How to serve a trespass notice

There is no legal requirement to give a trespass notice in writing. Section 5 of the Trespass Act 1980 says that trespass notices “shall be given to the individual person concerned either orally, or by notice in writing delivered to [the individual concerned] or sent to [the individual concerned] by post in a registered letter at [that person’s] usual place of abode in New Zealand”.

A written document reinforces the situation for the person given the trespass notice, so that they cannot say they did not know of the notice and the requirement to leave and not return. The completed trespass notice can be served by the occupier (licensee) or an agent of the occupier with the occupier’s authority. Once issued, a TRESPASS NOTICE remains in force for 24 months.

Written trespass

If you give a written notice, duplicate the notice and provide one copy to the trespasser and keep one for your records. To serve a notice, you simply hand it to the person concerned. If they refuse to accept it and drop it on the floor, it is still considered served. Keep that copy and note down that the person refused to accept the notice.

Verbal trespass

Taking time to provide a written notice can sometimes aggravate an incident, requiring the person to wait while the written notice is completed. A verbal trespass notice is just as valid as a written notice. If you deliver a trespass notice verbally, record the matter on a trespass notice and record that it was given verbally.

In either case, the person issuing the trespass notice must record their own full personal details, including a contact phone number, on the back of the copy kept with the premises. This is so that at a later date that person can be contacted by the Police if it is necessary to validate the trespass notice.

Action after serving a trespass notice

You are required to give reasonable time for the trespasser to leave. If the person remains in or outside your venue, or is taking unreasonable time to comply, call the Police.

If a person previously trespassed returns at any time after having been given a trespass notice, either written or verbally, they will have committed an offence. Call the Police.

It is advisable that no one representing the licensee (including security staff) should physically attempt to remove the trespasser. Instead the Police should be called.

Keep a TRESPASS REGISTER of the people you have served a trespass notice to, along with a copy of the notices. Try to get the person’s date of birth. This is important for the Police to identify the correct person.

If the person to be trespassed cannot be identified, enquiries should be made in an attempt to identify the person. Record the incident in the INCIDENT LOG. The person may be identified later and still be trespassed.



*Insert the following under **BANNED OR TRESPASSED PERSONS REGISTER** tab:*

- Banned or trespassed persons register*
- Copies of issued trespass notices*

*Template available

Emergency management

As a licensee, under the Health and Safety at Work Act 2015 you are required to have procedures in place to manage emergencies effectively. Staff must be trained in these procedures. Ensure that all staff know about your emergency procedures, including where you keep this information and where emergency equipment is stored.

Licences can be suspended on an application by Fire and Emergency NZ for non-compliance with fire precaution requirements, or the Medical Officer of Health for public health non-compliance.

For further information and a set of simple forms to help identify and manage your emergency procedures, see www.business.govt.nz/worksafe/information-guidance

Fire safety

Fire safety legislation makes it the responsibility of building owners to take fire safety precautions, including having evacuation procedures or schemes.

A registered evacuation scheme is required when:

- the building can hold more than 100 people
- there are more than 10 employees in the entire building
- overnight accommodation is provided for more than five people.



For further information about fire safety requirements and evacuation schemes, contact Fire and Emergency NZ or visit their website www.fireandemergency.nz

Ensure fire wardens and all other staff are trained in fire safety procedures. This training should be recorded in the STAFF TRAINING REGISTER.

- Check daily that all exits are clear and unlocked.
- Make sure staff know how to use the fire extinguishers.
- Make sure staff know how to get people out of the building.



*Insert the following under **EMERGENCY MANAGEMENT** tab:*

- Copy of your emergency procedures
- Staff emergency contact list*
- Copy of evacuation scheme
- Copy of venue floor plan showing all exits, fire equipment, etc.

*Template available



PART C: Templates and forms

1. **Memberships**
2. **Licence and official documents**
3. **Manager's Certificates**
 - Certified Manager's Register
 - Temporary and Acting Manager's Register
4. **Authorised customers**
 - List of Affiliated Clubs
 - Reciprocal Rights Agreement
5. **Host Responsibility**
 - Sample Host Responsibility Policy for Clubs
 - Host Responsibility Implementation Plan
 - Duty Manager Start of Shift Checklist
6. **Staff training**
 - Staff Training Register
7. **Incident reporting**
 - Incident Log
8. **Amenity and good order**
 - Alcohol Management Plan
 - Alcohol Policy
 - CPTED Checklist for Clubs
 - Noise Management Plan
9. **Banned and trespassed persons**
 - Banned or Trespassed Persons Register
 - Trespass Notice
10. **Emergency management**
 - Staff Emergency Contacts
 - Useful Contacts

**Te Hiringa Hauora/
Health Promotion Agency**

Freephone: 0508 258 258

Email: enquiries@hpa.org.nz

To order resources visit alcohol.org.nz

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