

47. RISK-ASSESSED MANAGEMENT PLAN (RAMP)

LIQUOR ACT 1992 – SECTION 51

A risk-assessed management plan (RAMP) is a document containing information about the procedures and practices, prescribed under section 38A of the Liquor Regulation 2002, for the conduct of business at the premises.

A RAMP is required for:

- new licence applications;
- licensees applying to renew 3am to 5am trading prior to 31 March 2009;
- extended trading hours approvals;
- permanent variation of licence applications;
- permanent changes in licensed area;
- transfers of existing licence;
- restricted liquor permits.

The following matters are to be addressed in a RAMP:

- a) Responsible service of alcohol (RSA)– description of practices, training for staff employed to ensure RSA.;
- b) Liquor Accord – details of membership if applicable, matters addressed by the liquor accord;
- c) Arrangements at the premises with respect to:
 - i. Lighting – describe lighting within & outside premises for security purposes;
 - ii. Noise mitigation – describe how the licensee monitors noise levels, structural devices within the premises & management practices to reduce noise levels, processes in response to noise complaints;
 - iii. Security – detail the numbers employed throughout a ‘standard’ week, specifying where security providers are to be assigned to different areas of the premises. Describe employment of security with respect to private & public functions held on the premises and how the licensee would cater to changes to number of patrons; provide details of closed circuit television.
 - iv. Transport services – describe transport services available to patrons leaving the premises e.g. local transport, taxi ranks, access to phone to call for transport.
- d) Provision of meals - describe available catering services for the provision of meals to patrons. Specify types of service e.g bistro/bar dining, a la carte menu, buffet, BBQ; availability of these services (e.g hours for meals, lunch or dinner only).
- e) Training of staff – detail training processes for staff. Include relevant liquor licensing matters that the licensee trains staff to deal with; how regularly the licensee conducts training; how the licensee keeps staff updated with liquor licensing legislation.
- f) Dealing with minors on the premises – describe management practices with respect to preventing minors on premises where appropriate and dealing with minors found on the premises.
- g) Dealing with unduly intoxicated and disorderly patrons on the premises – describe the methods employed by staff to deal with unduly intoxicated and disorderly patrons;
- h) How the impact of the business on the amenity of the community will be limited – provide detail on how the premises will mitigate noise from emptying bins, generators etc, patron behaviour in and around the licensed premises particularly leaving the premises at closing time, litter from premises, parking or any other issue that may commonly arise.
- i) Consultation with community and liquor industry groups – describe matters on which the licensee has consulted with any community or liquor industry groups and outcomes.

- j) Ensuring the conduct of business at the premises complies with the Act and other laws – outline strategies/practices employed to manage the following in accordance with the relevant legislation including the Liquor Act:
- Footpath dining;
 - Designated outdoor smoking area;
 - Advertising of events;
 - Number of patrons on premises e.g. building regulations or bar licence (limited to 60 patrons);
 - Adult Entertainment;
 - Functions on premises;
 - Catering off site.

The responses to each of the above matters must be of sufficient detail to satisfy the Chief Executive and to provide the basis for conditioning the operation of the liquor licence.