

LICENCE TO SERVE

ISSUE 030

News from the Liquor Licencing team



Te Whatu Ora
Health New Zealand



This newsletter is jointly produced by the Timaru District Council Alcohol Licensing Team, the Police Alcohol Harm Reduction Officer, Te Whatu Ora Alcohol Licensing Officer and the Fire Risk Management Officer, Fire & Emergency New Zealand.

We encourage all licensees to circulate this newsletter to all staff, especially Duty Managers.

Festive season sees top-notch security and management

After a busy Christmas and New Year period, things have begun to settle back down to normal.

I was in the Mackenzie policing with five staff for New Year and a few days following. Twizel was home to the inaugural 'Mackenzie Summer Sounds', with Stan Walker as the headline act and many talented performances during the afternoon and evening. Having a few days to visit the Mackenzie bars, it was very impressive to see how well controlled and organised they were for that part of the holidays. There was good management behind the bar and high security staff numbers proved to be an asset with no incidents being reported to Police at those premises.

Twizel had the usual house parties and get togethers which lead to people stumbling towards the licensed premises in an attempt to finish their evenings. Again, the good number of security staff and how professional they were was vital in turning away those who had indulged enough.

A good work story recently out of Timaru was a group of door staff who were able to provide Police with timely and detailed information of a patron who left the bar and drove away. Police stopped the driver a few hundred metres away and returned a result of 988mcg of alcohol per litre of breath! Great work and remind your door staff to watch how your customers are leaving, hopefully not behind a wheel.

Police staff throughout the district appreciated the work of managers over summer, particularly those who engaged well with Police when they entered to do a hotel visit. It shows you are approachable, wanting to help us do our job and wanting to provide a safe area for everyone to enjoy themselves.

If you have any 'good work stories' in relation to your staff, or any questions, please send me an email to organise a time to catchup.

Cam



Self-heating to self-extinguishing, a spontaneous combustion story

Recently Fire and Emergency have attended several confirmed fires where the cause has been determined as spontaneous combustion. In all instances, tea towels and cleaning cloths have been the ignition source through various means, although there have been two reoccurring factors across the board.

First and foremost is the stacking or bundling of the cloths. This in combination with the other factor, the initial high temperature of the cloths, can cause the stack of cloths to self-heat.

The high initial temperature created by a dryer can create an exothermic reaction (self-heating) within the cloths, which generates heat. If this heat is not dissipated as fast as it is made, it can build up and continue to raise the temperature of the bundle until it reaches an ignition temperature. If this exothermic reaction starts, as a rule the pace at which the reaction takes place will double with every rise of 10 degrees Celsius within the bundle.

This exothermic reaction is more likely to happen with the presence of oils on the cloths, hence the relevance to the hospitality industry. If the cloths have not been laundered appropriately, it is common for some oil to remain which then contributes to the likelihood of an exothermic reaction occurring.

An example of this happening is pictured with this article. The cleaning cloths in the picture have been through the washing machine and then the dryer. They were then removed in one bundle and placed on top of the dryer. Unfortunately, the process of self-heating had begun and because the cloths in the centre of the bundle had not been able to cool down or dissipate the heat, over time the temperature has risen until the bundle has ignited 6 hours later. Fortunately, in this instance before the fire caused more damage it burned through a water pipe above the bundle which has then extinguished the fire prior to firefighters arriving on scene.



Tips to stop this occurring:

- Use a laundry detergent designed to remove oils
- Allow the dryer to go through a cooling cycle before removing the contents
- Separate the contents of the dryer when removing. (Folding each cloth individually will most likely give the individual cloth time to reach a low enough temperature where self-heating cannot occur)
- Only dry items during a time with staff present to monitor (this exothermic reaction will produce a large volume of smoke prior to ignition).



Host responsibility and the importance of training

Servers of alcohol have one of the most important roles under the Sale and Supply of Alcohol Act 2012 (the Act), so it very important to understand your legal obligations and responsibilities.

By managing alcohol in a responsible manner you can ensure you are meeting your obligations, minimising alcohol-related harm and providing an environment that is safe and enjoyable for all patrons and staff.

One of the most effective ways to create a safe drinking environment is having an up-to-date Host Responsibility Policy that is personalised to your premises. A good Host Responsibility Policy should incorporate the following seven strategies:

1. Preventing intoxication.
2. Denying service to minors.
3. Responsible promotion of alcohol.
4. Offering low and non-alcoholic options.
5. Providing Food.
6. Assisting with safe transport options.
7. Staff training.

When it comes to staff training, regular and ongoing training for all staff involved in the service of alcohol helps to strengthen existing skills, identify any skill gaps, be effective in your service and

give you the satisfaction of knowing you and your team are doing the best you can to abide by your legal obligations and responsibilities.

To do this I would recommend having regular toolbox and staff meetings alongside planned training exercises.

Some ideas for what you could cover include:

- Using SCAB – Intoxication assessment tool.
- Discussing aspects of your host responsibility policy e.g. What are your low and non-alcoholic options and why you need them.
- How to do age verification and checking ID.
- Doing a refresher of Servewise. This can be found by going to www.alcohol.org.nz and searching 'Servewise'.

Most importantly, having a record and documenting any training your staff do is required for the renewal of your license.



If you don't already have your own system set up for this, use the Licensed premises toolkit provided by Te Whatu Ora.

LCQ Training Dates

In the Timaru / Waimate / Mackenzie district there are three providers that offer NZQA Unit Standards 4646 and 16705 training.

The 2024 dates have just been released and are as follows.

Session	Assessment
06-May	20-May
29-Jul	12-Aug
14-Oct	30-Oct (Wednesday due to Labour day on 28-Oct)

Please contact ARA directly to register. Also to note is that ARA do offer the ability to carry out night sessions if demand is sufficient so speak to them if this may be something you wish to pursue.

As well as the ARA courses there are also the following options online:

GetLCQ
www.getlcq.co.nz (0800 800 415)

Industry Training Solutions
www.its.ac.nz (0800 GO4 ITS)

ServeWise

This is excellent for those staff that you have working behind the bar who may not wish to go to the next level of obtaining their LCQ. This is a free training system and you can access this by going to www.alcohol.org.nz and search for 'Servewise'.



Intoxication Assessment Tool			
Indicators may include but are not limited to:			
	SOBER	INFLUENCED	INTOXICATED
S	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.
C	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 un-aided or sit straight.
A	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.
B	Behaving sensibly but may be more relaxed.	Over 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

Special Licence Processing Time Changes

It has come to our attention that the majority of our special licence applications are getting lodged right on the deadline of 20 working days.

An application however is not deemed 'received' until we receive both paperwork and payment. Online payments can take upwards of 3 days to be processed by our accounts team and receipt generated, which has resulted in a few special licences being declined due to being inside the deadline.

With this in mind we are looking at extending the deadline for lodging special licence applications to 25 working days and asking anyone that pays online to include 'proof of payment' when they lodge the paperwork so we can chase up our accounts department. We will be updating our website to include this amendment to ensure people are well informed.

To give you a breakdown of the process to explain why we need this length of time the agencies (Police, Environment Health and MoH representative) have 15 working days to do their reports which means if we only had the 20 working day deadline that only

gives us five days in total to initially process the application and send it out, then once the agencies reports are received, do our own reporting, prepare the paperwork for the DLC and then present to the next DLC meeting (who only meet on a Thursday every week) and get it out to the applicant.

As you can see, this is a very tight timeframe and doesn't allow a lot of wiggle room for any issues and we would like to get the special licences out to the applicant at least a week prior to the event which would not be possible if the agencies take their full 15 working days.

You can find out more about Special Licensing on the Timaru District Council website:

www.timaru.govt.nz



From the Secretary's Desk

Kia ora koutou

Its been a busy start to the year and we are pleased that the joint Local Alcohol Policy (LAP) is progressing well. The reviewed Joint LAP has been adopted by Timaru District Council on 13 February 2024. The joint LAP is to be considered for adoption by Waimate and Mackenzie District Councils at the end of February 2024.

The benefit for having a Joint Local Alcohol Policy is that we can have a consistent approach throughout the three districts. The proposed changes are minor in nature and are the culmination of 2.5 years work by two joint committee's which involved two election terms. The joint committee comprised two elected members each from Timaru, Waimate and Mackenzie District Councils.

The main changes that have been proposed by the joint committee is as follows:

Clause 56 – add "When setting discretionary conditions for special licences, the DLC must have regard to the previous proven responsible history of the applicant;

Clause 55(i)- amend - Sale of Ready to Drink (RTD) alcoholic beverages to be under 5% alcohol to 'Sale of Ready to Drink alcoholic beverages to 5% or under in alcohol content.

Generally, the feedback received has been that the Joint Local Alcohol Policy is working well and helping to assist in the reduction of alcohol harm to our community.

I would like to extend my heartfelt thanks to all the submitters, the joint committee and staff who have all done their part to assist us with the review of this important piece of work.

On another note, the liquor licensing team will be out and about monitoring events and licensed premises in the coming weeks, so please keep up the good work in host responsibility and harm minimisation.

Other news from our side, is that we have had the pleasure of welcoming Annabel to our team as our Liquor Licensing Administrator, and she has settled very well into the role.

That's a wrap from me, stay safe all, until next time.....

Ngā mihi,
Debbie Fortuin
Secretary