

LICENCE TO SERVE

ISSUE 013

News from the Liquor Licencing team



This newsletter is jointly produced by the Timaru District Council Alcohol Licensing Team, the Police Alcohol Harm Reduction Officer and the Community and Public Health Alcohol Licensing Officer.

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

Good Choices Competition Winner



Our Good Choices drink competition ran for the month of September and we thank those who participated.

The competition encouraged premises to design and promote a drink that was alcohol free and a healthy alternative.

Judging of the drinks took three things into consideration with the two main requirements being taste and nutritional value, the third being promotion and sales of these drinks.

The winner of the competition was HECTOR

BLACKS – with a mocktail they designed and promoted and was marketed as “Oh Doris”. When asked to explain the drink, Kristal described it as “A Black Doris plum with a subtle mint undertone, served as a slushy style mocktail”.

Congratulations to Kristal for designing the winning drink and everyone at Hector Blacks for promoting the drink and participating in the competition.

Hector Blacks is the proud recipient of a Handcrafted Jug kindly donated by Charles and Amanda Scarsbrook of Temuka Pottery NZ.

Thanks to all that took part in the completion and thanks to Temuka Pottery for their generous donation.



Noise Control

With the summer months fast approaching, now is the time for you to start thinking of the amenity and good order in your area.

Remember that noise can impact those around you (be it noise made by the premise or your patrons).

Now is the time to look at what processes you have in place to ensure your licence isn't at risk by noise complaints.

Some simple steps to avoid complaints are:

- Close doors and windows to contain the noise
- Reduce the volume of the sound system if possible
- Look at the placement of the noise generating equipment to ensure it isn't positioned in a way to direct noise outside your premise
- Spend time outside your premise monitoring noise
- Turn off any outside speakers at a reasonable hour or ensure they are not causing a nuisance to any neighbouring properties.

LICENSEE BREAKFAST

The 2019 Licensees Breakfast was held at Bullock Bar, Timaru on 14 October, and after a very tasty and filling breakfast those attending were fortunate enough to hear from three very interesting presenters.

Representatives from local business, Timaru District Liquor Licencing, Community and Public Health, New Zealand Police, Fire Emergency New Zealand, and ARA were present.

Everyone was welcomed by Wayne and a short Karakia by Rose Orr (Team Leader, Community and Public Health).

The first presenter was Craig Chambers (Fire Risk Management Officer) from Fire Emergency New Zealand. Craig highlighted the importance of having evacuation and emergency plans and the importance of having clear exits and surrounding areas. Craig also stressed the importance of knowing what maximum occupancy numbers were for businesses and that there were other risks to consider other than fire, these included tsunamis and earthquakes.

Carl Brickle (Director/Operations Manager) from Allied Alarms captivated the audience with a presentation and demonstration of the CCTV technology available. Craig accessed Allied Alarms CCTV and alarm system remotely, and gave us an idea of the capabilities of CCTV. Carl has recently returned from China where he was checking out the latest technology and gave us a taste of the future and CCTV cameras available. Carl demonstrated a view of people, from a Camera that was taken 1.4 kilometres away in darkness. When the camera panned out from the view the people were not visible to the naked eye. Incredible technology coming our way!

Sergeant Sam Winchester (Alcohol Harm Reduction Officer) New Zealand Police spoke about theft in the workplace, specifically by employees, and told everyone that he knew a lot of business owners were hesitant to report theft for several reasons.

Sgt Winchester encouraged everyone to report theft and other offences and that it was the Police Services role to investigate these matters. Sgt Winchester reiterated that it usually took a short time to report these matters and then Police would investigate the matter from there.

Sgt Winchester also gave an insight into illicit drugs, in bars particularly, and what to look for. He also reinforced that intoxication includes a person affected by alcohol or other drugs, and someone affected by drugs can sometimes be hard to assess. He also advised the group that people affected by some drugs can be very aggressive and can be hard to physically control. Sgt Winchester advised the group to contact Police if they have any concerns about drug use, or affected persons, in their establishments.



Upcoming Event

SPLASHING INTO SUMMER

Most of you will probably be aware that there is a three day concert proposed for 17-19 January 2020 (Sound Splash) which has the capacity for around 8,000 people (with 1,500 camping onsite for the duration) and will be held down at Caroline Bay.

Now is the time to start looking at your processes to ensure that you are able to accurately account for how many people you have on-site to ensure there is no overcrowding occurring on your premise.

Police, Fire and Emergency New Zealand and Council personnel will be out and about monitoring this event and one of the areas we will be concentrating on is occupancy loadings.

We have meetings as required and although we keep minutes etc it is usually over a cup of coffee at one of our Alcohol Accord members' venues.

The information Booklet "Guidelines for the development of Alcohol Accords" can be downloaded by going to Alcohol.org.nz. Alternatively you can contact me and I will get one to you.

Wayne Cummings
Liquor Licensing Health Promoter



Looking out for ourselves and others

My main role is to reduce and minimise harm in the community through education and assessing the health aspect of all Liquor Licensing.

Harm caused by alcohol is a very broad subject and encompasses a range of issues such as family harm, assaults, homicide, traffic accidents, injuries, health problems, Foetal Alcohol Spectrum Disorder and unwanted pregnancies. Studies have shown that alcohol has direct links to suicide and depression. Alcohol harm doesn't only affect the drinker but also the people around them and the cost is measured in billions of dollars.

We regularly read and hear about alcohol harm, but I want to especially consider the good people working in the hospitality industry in this article.

The hospitality industry is massive and is a great source of income for New Zealand. With this industry comes its own set of problems. One of these problems is a shortage of staff in some areas, particularly remote areas. This can lead to licensees and staff working horrendously long hours, sometimes for weeks without a break. We all know that we need a good break regularly to get away and reset, yet some people don't have that opportunity. Please look out for these people and keep an eye on their mental and physical well-being, and if you think they are getting a bit off-kilter, please talk to them or someone close to them.

As the industry changes with meth or "P" becoming easy to source and being relatively cheap, it places more responsibilities on hospitality staff to try and accurately assess intoxication, while also increasing the chances of assault and injury to staff. Drug users, particularly those on "P", can be hard to assess (sometimes) but can become very aggressive and possess incredible strength.

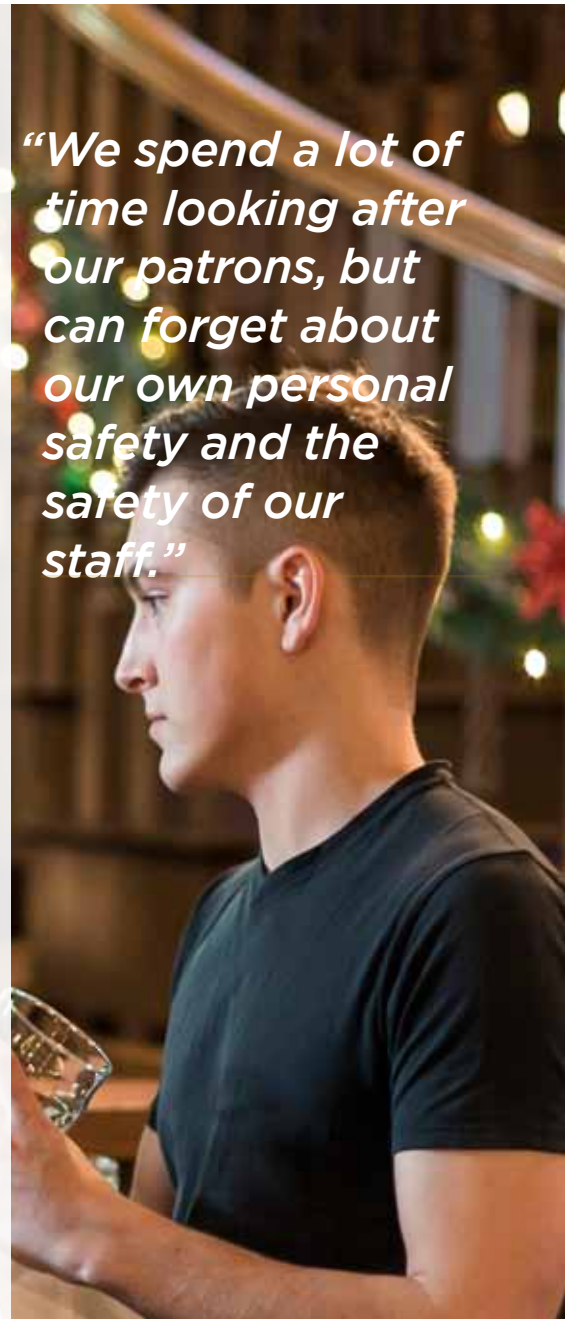
We spend a lot of time looking after our patrons, but can forget about our own personal safety and the safety of our staff. As the weather warms up, and people tend to venture out to enjoy the sunshine and nightlife, I urge you to keep up the high level of host responsibility, but also to take care of yourself and your staff.

Enjoy and stay safe,

Wayne Cummings
Liquor Licensing Health Promoter
Community and Public Health



"We spend a lot of time looking after our patrons, but can forget about our own personal safety and the safety of our staff."



POLICE UPDATE

Well before we know it 2019 will be over and into 2020. With the approaching end of year comes longer hotter days, xmas and end of year parties, xmas itself and of course new years.....collectively known as 'the silly season'.

Traditionally this is when Police also start getting busier with a lot of jobs as people celebrate, sometimes too hard or just without some decent plans for keeping safe and getting home again.

During the next few months keep vigilant on intox levels as customers try and quench those summer thirsts. As everyone knows there is a requirement to have drinking water freely available to all times but as the weather heats up this is even more important and should be encouraged to all customers.

With the heat comes the potential for dehydration which may increase the effect of the alcohol being consumed or at the

least contribute to the drinker being sick. A 'bit of a hangover' may not seem too bad and gives the persons mates a bit of a laugh but hospitalisation for heat stroke or dehydration symptoms is certainly not cause for laughing and we see it every year.

Over the next few months Police will be out and about in increased numbers so please take a proactive approach with transport for those drinking. Catching a drink driver is certainly far better than attending a serious or fatal crash involving alcohol but neither would be the best result!

I hope everyone has a great season and manages to enjoy some time off over the festive period. I wonder if some cookies or a slice of xmas cake satisfies the food requirements under the act when leaving the jolly man in red his treats along with a drink!

Sam Winchester



From the Secretary's Desk

Kia ora koutou

It's that time of the year again where the silly season is almost upon us, so I would like to take the opportunity to encourage everyone to get their special license applications in quick. Thank you to those who have already done so.

We are encountering quite a few application forms that have been submitted but have not been completed in their entirety. This unfortunately, causes delays in our ability to process applications and also takes up quite a bit of staff time having to follow up with applicants to obtain the missing information. Forms need to be completed in full before we can process it, so please take the extra time and effort to do so.

As is the norm for this time of year, there are plenty of events around the district. It therefore goes without saying that officers will be out and about monitoring various venues and events so we encourage everyone to look after their patrons in terms of your sale and supply of alcohol.

Please remember, the DLC has a compulsory shut down between 20 December 2019 and 15 January 2020. What this means is that any applications received during this period will not be processed until after 15 January 2020. If your application is due within these dates you need to ensure you get your applications in early. We are available, however, to answer any enquiries.

I'd like to take the opportunity to wish you all a safe and happy festive season.

Ngā mihi, Debbie Fortuin

Secretary



LCQ Training Dates

At this stage we have not had next years dates set by ARA but as soon as we receive these we will put them in our next available newsletter for you all.

As well as the ARA courses there are also the online version which is done through another organisation called GetLCQ (located in Dunedin) and their website is www.getlcq.co.nz if your staff would prefer to do it online.

Generic Email Address

We now have a generic email for any electronic forms that you may wish to lodge. The email address is liquoradmin@timdc.govt.nz and this is accessible by the Alcohol Unit Team. This should only be used for lodging forms (be it new/renewal applications or even your Notice of Management Change Forms). We will be updating our forms in the near future to include this email address so watch this space.

PAYMENT OPTIONS

In May this year Kiwibank announced it will go cheque-free by the end of February 2020 (they have already ceased providing new cheque books) and we suspect the remainder will follow in due course.

We are still in receipt of a number of cheques as a method of payment and have been implementing online payment for some time now.

All renewals (premise and managers) are now being invoiced and the invoice contains the details to pay online using internet banking. Unfortunately we cannot invoice for new Managers however if you wish to contact the alcohol team on liquoradmin@timdc.govt.nz we are more than happy to discuss the options available to you.

Newsletter Library

If anyone is looking for any previous newsletters you can find these on our website now.

The link is:

<https://www.timaru.govt.nz/services/environment/liquor-control/liquor-licensing/tri-agency-newsletter>

Future Topic Suggestions

Do you find the newsletter useful?

We are looking for suggestions from you as licensees as to what sort of articles or items you would like to see in future newsletters. If you have any suggestions please feel free to email me on sharon.hoogenraad@timdc.govt.nz