

LICENCE TO SERVE

ISSUE 036

News from the Liquor Licencing team



Health New Zealand
Te Whatu Ora



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.

Online forms

All our forms are now available online as fillable forms.

The link below will take you directly to our liquor licensing page where you can easily access the required form. If you have any problems accessing or filling out the forms, please contact the Liquor Licensing Team on liquoradmin@timdc.govt.nz:

Liquor Licensing - Timaru District Council

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Alcohol Health Promotion South Canterbury

Sport in South Canterbury is about teamwork on and off the field. The What About You campaign is uniting clubs, players, and supporters to tackle alcohol harm, promote wellbeing, and create safer, stronger communities. Read more on page 2



What
about
you?



Scan for more
information or visit:
www.whataboutyou.co.nz

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Local Alcohol Harm Reduction Project South Canterbury

The “What About You” alcohol harm reduction project kicked off in 2024 in South Canterbury.

It is a community-based campaign focused on addressing alcohol related harm and promoting community wellbeing in South Canterbury.

Resource is provided by the Alcohol Harm Prevention team at Health NZ this is to improve the health and wellbeing of players and supporters and to reduce alcohol harm in their communities.

Together with South Canterbury Rugby Football union there has been several initiatives including a revamp of the Code of conduct for clubs, messaging built into coach training activities and supporting

communications, a “Be a Hero Try Zero” competition during Dry July in collaboration with local police, FENZ, South Canterbury Road Safety and the SCRFU.

The expectation is to offer support and resource to other sporting codes in the future that would like to increase player and community wellbeing. The campaign also supports bar staff training through the free “Serve Wise” online training tool as part of their host responsibility and liquor licencing requirements. We look forward on building on the development of the “What About You” campaign in South Canterbury and working with local agencies, organisations to support community action and create supportive environments.



www.whataboutyou.co.nz

Supporting Communities to Drive Change in the Alcohol System report May 2025 – Summary.

In May, a report from Health New Zealand was released showing the key finding from engagement with the community sector and various stakeholders involved in alcohol health promotion, harm reduction/prevention, and regulation across Aotearoa New Zealand.

The key findings will be used inform future action for Health Promotion’s ‘Healthy Places: Communities Driving Change’ work programme.

Alcohol Health Promotion was shown to have played a key role in supporting this by working with regulatory bodies, district licensing committees (DLCs), and community groups to strengthen community participation. Initiatives include providing research, guidelines, training, funding, and collaborative platforms.

Moving forward, stakeholders want Health Promotion to simplify access to resources, provide nationwide support for licensing participation, and sustain community engagement post-hearings. Support for Māori wardens and continued DLC training were also emphasised. These efforts align with the Ottawa Charter principles and aim to ensure that local voices are heard, especially in communities most affected by alcohol harm.



What about you?



Scan for more information or visit:
www.whataboutyou.co.nz

If you have any questions, please contact me at the public health unit.

Greg Newton

Alcohol Health Advisor, South Canterbury NPHS

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Club Licensee Responsibilities

A seasonal reminder and compliance update

With Spring just around the corner and temperatures beginning to rise, it's a timely opportunity to revisit the important responsibilities you hold as Club Licensees.

As the warmer months approach, you may receive increased requests to host private functions or events at your club rooms. Please remember that any events outside your standard license conditions or regular operating hours require a Special Licence. To avoid any disruptions or last-minute issues, we strongly encourage you to submit these applications well in advance. Being proactive ensures that everything runs smoothly and within compliance.



Compliance Visits: July Operation in Review

On a separate note, during the month of July, we partnered with local Police to conduct a series of compliance visits across nine clubs. Of those visited:

- Eight clubs have been notified of our visit and had no issues requiring follow-up.
- One club was spoken to directly, as there were some matters that needed to be addressed.

We want to emphasise that these visits are part of our ongoing, year-round random operations. They can take place on any day and at any time – not to catch anyone out, but to help maintain consistency and uphold compliance standards across all clubs.

The good news is that most clubs are doing exactly what they need to be doing, and for those, there's absolutely nothing to worry about. If you continue operating in line with your obligations, these visits will simply serve as a confirmation of your good practice.

Thank you all for your continued commitment to safe and responsible club management. If you have any questions or need clarification around Special Licences or compliance expectations, please don't hesitate to reach out.



Important Dates

Christmas/New Year Special Licence Applications

A reminder to submit your Special Licence applications for the upcoming Christmas and New Year period as early as possible.

The final date for lodgement is 21 November 2025. This deadline provides the minimum time needed to process applications before the District Licensing Committee closes for its statutory break from 20 December to 15 January each year.

Please note: Special Licence applications will not be accepted for the continuation of normal trading on restricted days.

Annual Fee Reminder

Just a friendly reminder not to leave your annual fee payments until it is too late.

Unfortunately we have recently had to send out 'Notice of Suspension' emails to licensees due to unpaid annual fees which is automatically suspended if not paid within 30 days of the due date.

Invoices are sent out a few months before the anniversary of the licence to ensure that there is plenty of time to plan for the payment.

On the right is a guide as to when invoices/renewals are sent out.



October- November

Invoices and renewals sent out August/September

December-January

Invoices and renewals sent out October/November

February-March

Invoices and renewals sent December/January

April-May

Invoices and renewals sent February/March

June-July

Invoices and renewals sent April/May

August-September

Invoices and renewals sent June/July

Shhh...

With the warmer weather coming and an increase in vibrant outdoor activities at night it's timely to consider controlling noise.

One of the factors licensed premises face is the effect they have on the good order and amenity of the area, this includes noise. Escaping noise, and the noise made by patrons of licensed premises can impact on others in the neighbourhood. We want to make sure you have good systems in place to minimise noise issues. Regularly test the systems you have in place for noise management are working.

To avoid complaints about noise some simple steps can assist:

- Keep noise contained by closing doors and windows;
- If that is not possible, reduce the volume of the sound system appropriately;
- Turn off any outside speakers at a reasonable hour, and ensure they are always kept at an appropriate volume;
- Monitor and control the level of bass as that can carry easily, and is often the source of complaints;
- Approach particularly noisy patrons in outside areas, and request them to reduce their noise;
- Encourage patrons on leaving to avoid any unnecessary noise and not linger outside;
- And ensure all staff are fully aware of the need to control noise levels, and the measures that are available to achieve this control;
- Spend time outside your premises to monitor noise.

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
20 October	3 November

Please contact ARA directly to register on 0800 242 476.

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'.



From the Secretary's Desk

Kia ora koutou

July marked my 6.5 year's service with Timaru District Council, and the end of August marks the end of my journey with Council.

My time in this role has been a bit of a challenging yet rewarding one, largely, dominated by the pandemic and all the related demands and uncertainty it brought. Great teamwork from all parties, including you the stakeholders ensure we were able to continue to do business while still maintaining the object of the act, being the safe sale and supply of alcohol and to minimise alcohol harm.

It has been pleasing to see that you, the stakeholders have been largely responsible in the carrying out of your duties and this is indicative of our low non-compliance rates in the sale and supply of alcohol space generally. The regulatory space is not an easy one to navigate, so I commend you all for your efforts.

Lastly, I'd like to acknowledge the Liquor Licensing Team, that have faced challenges in staff turnover, requiring the remaining members to have to step up and continue to deliver outstanding service. The team were only able to provide this outstanding service due to their dedication and commitment to the cause, our customers and their professionalism and work ethic. It's been an honour working with them and I wish them and you all the very best going forward.

Paul Cooper will be stepping back into the role of Secretary and will be providing future updates.

Thank you one and all,

Ngā mihi,

Debbie Fortuin, Secretary

Newsletter Library

If anyone is looking for any previous newsletters you can find these on our website now. The link is www.timaru.govt.nz/tri-agency