

LICENCE TO SERVE

ISSUE 037

News from the Liquor Licensing 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.

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It's that time of year...

Staff Christmas parties

Licensee Reminder: Hosting Staff Christmas Parties Safely

As the festive season approaches, many organisations will be holding their staff Christmas parties at licensed venues. If your venue is hosting these events, it's crucial to remember your responsibilities under liquor licensing laws and best practice for safe service.

1. Responsible Service of Alcohol

- Monitor guest alcohol consumption closely.
- Refuse service to anyone showing signs of intoxication.
- Ensure staff are trained to handle difficult situations safely.

2. Minors and Underage Guests

- Alcohol must never be served to minors.
- Verify ages where there is any doubt.
- Offer non-alcoholic alternatives to ensure everyone is included.

3. Intoxication and Behaviour Management

- Be prepared to manage disruptive behaviour safely and legally.
- Have clear policies for dealing with intoxicated guests.
- Communicate rules to organisers in advance.

4. Food and Drink Availability

- Provide food alongside alcoholic beverages to reduce overconsumption.
- Ensure water and non-alcoholic options are easily accessible.

5. Safe Transport Home

- Encourage organisers to plan transport for staff.
- Provide information on taxis, rideshare services, or public transport.
- Do not allow anyone visibly intoxicated to drive.

6. Communication with Organisers

- Make expectations clear before the event.
- Ensure the organisers understand their responsibility to manage their guests.
- Keep a clear record of any incidents or concerns during the event.

By following these guidelines, licensees can help ensure staff events are both enjoyable and safe, protecting guests, staff, and the venue's reputation.

Working together

for a safe and happy holiday season

Season's Greetings from the Police desk.

2025 has flown by and we are fast approaching Christmas and New Year. With that, comes work functions, large scheduled events and the inevitable increase of alcohol consumption.

As Duty Managers you also have a part to play in keeping members of the community safe. This is a timely reminder to ensure you and your staff are fully aware of the host responsibilities.

Police see an increase in drink driving over the holiday period, so we rely on staff working in the hospitality industry to assist with reducing this number. Be proactive when engaging with patrons to ensure they have means of transport home. If you suspect drink driving may occur, please make attempts to prevent that, although do not put yourself in danger. Phone Police immediately with a vehicle registration if possible.

We have all noticed an increase of recreational drugs being consumed in premises, such as toilets or secluded areas. This does not provide revenue for your businesses and only creates a huge amount of risk.

Please take a zero-tolerance approach to this type of behaviour, record in your incident logs, trespass those involved and advise Police when practicable.

As mentioned last year, we have an increased Police presence coming into the festive season. It's likely that you will see more staff patrolling our roads and completing license premises checks.

Have a great festive season and stay safe.

Sergeant Samantha Stewart



Stay hydrated

As the sun starts to set a little later and the days get longer and warmer, the end of the year is well on its way, and another awesome kiwi summer is on the horizon.

As more people get outdoors to enjoy all the extra warmth and sunshine, playing sport, attending social occasions and being active, there comes an increased risk of dehydration.

With that in mind, I thought now would be the perfect time to suggest licensees assess the provision of water in their premises.

The availability of free water is an excellent way for licensees to control the environment by helping to prevent intoxication and ensuring everyone has a safe and happy experience at your premises.

Please remind staff to keep providing water to anyone consuming alcohol and if you do have a water station, that it is refreshed regularly, ensure there are plenty of clean drinking glasses available and checking that the location isn't obstructed in anyway during busy times.

By ensuring everyone is well hydrated we can limit potential alcohol-related harm, demonstrate control of the environment, good host responsibility practices, and prevent intoxication.

Farewell

I also want to take this opportunity to let you know that I will be pursuing a new endeavour next year. I am going back to university to start my PHD and so, I will be finishing up here in mid-November. During my time here, there has been learning curves, ups and downs, but overall, it has been a positive experience for me, and I am going to miss South Canterbury.

Arrangements have been made for a smooth transition during this period. If you need anything, please get in touch with the public health unit.

THE LAW

Intoxication

Intoxicated people are not permitted on licensed premises. It is an offence to allow persons to become intoxicated here. It is an offence to serve an intoxicated person.

Intoxicated people will be required to leave.

Minors

A current NZ driver's licence, passport, Hospitality NZ 18+ card, or Kiwi Access card are the only types of ID that we can accept.

If you look under 25, you may need to prove your age.

It is a condition of our licence that food, low and non alcohol drinks and free drinking water are available at all times.

Please ask at the bar or counter.

Health New Zealand
Te Whatu Ora

From all of us at the public health unit, have a merry Christmas and a happy New year.

Cheers,

Cameron Duff | Compliance officer

03 687 2600

FENZ Update

Evacuation Procedures vs Evacuation Scheme – What's the difference?

As we move into the traditional busy season for hospitality, I thought I could take a moment to explain the difference between a scheme and procedures, and why they are an important part of every commercial space.

Under Fire and Emergency's responsibilities in legislation, we are the agency that is charged with ensuring that all building owners have an evacuation procedure in place. There are two types of evacuation documents a building may need, which depend on whether your building is classified as a 'relevant building' or not.

Most buildings used by the public must have an evacuation procedure in place. A full list of buildings that require an evacuation procedure are listed below, but you can also look up Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018.

Buildings classified as a 'relevant building' must also provide and maintain an approved evacuation scheme.

Relevant buildings are buildings:

- where 100 or more people can gather together;
- where 10 or more people work;
- where 6 or more people sleep, unless the building is made up of three or fewer household units
- where certain levels of hazardous substances are stored;
- that are used for early childhood education and care, medical nursing or geriatric care, and disabled care services, unless the building is a household unit;
- that are prisons and/or holding cells.

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.

Why is this important to you?

With the busy season kicking off, we want to see each and every local hospitality business filling with customers enjoying your food and refreshments. When you gather customers together and supply them with a relaxed and enjoyable atmosphere, this means they can take a moment to forget about life's worries and focus on the food, scenery and drinks that your space provides.

Fire and Emergency New Zealand want to see that **YOU** take responsibility to ensure that in the unlikely event you might need to evacuate the building, you and your staff are trained and competent to be able to safely and effectively achieve this task. It is simply another reason that customers want to visit you, it's all about your professional approach to safety; food safety, alcohol safety and fire safety!

If you have any questions about how to develop an evacuation procedure or working towards your approved evacuation scheme, simply reach out to our team on Mid-SouthCanterbury-RRteam@fireandemergency.nz

Have a safe and wonderful summer season



Timeline

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

Timaru Alcohol Accord Reinstated

Working together for a safer hospitality community

After a period of hiatus, the Timaru Alcohol Accord Group has been officially re-established, with its inaugural meeting held on 10 November 2025, kindly hosted by the Richard Pearse Tavern.

The meeting marked a positive step forward for collaboration between local licensed premises and key community agencies. Attendees agreed that the Accord's success will depend on inclusiveness and cooperation, and it was suggested that invitations be extended to any licensed venues who feel they may benefit from being involved.

What is an Alcohol Accord, you ask?

An Alcohol Accord is a structured partnership where multiple licensed premises come together with agencies such as Council Licensing staff, NZ Police, Fire and Emergency NZ, and Health/ Public Health representatives to work collaboratively on local alcohol-related issues.

These meetings provide an opportunity to:

- Share local intelligence and incident information (within legal limits)
- Address anti-social behaviour, nuisance, and alcohol-related harm
- Promote consistency and high standards across licensed venues
- Coordinate trespass or ban notices where necessary
- Strengthen communication between the hospitality industry and enforcement or support agencies

The Accord model is not new—successful examples operate across New Zealand, including one for the licensed premises in The Octagon, Dunedin. Each group tailors its approach to suit local needs, but all share the same core aim: to create safer, more enjoyable environments for patrons and staff alike.

For the Timaru Alcohol Accord to thrive, members will be asked to:

- Attend regular Accord meetings
- Commit to the group's rules around confidentiality, information sharing, and safe practices
- Work collaboratively on shared goals and initiatives

How to get involved

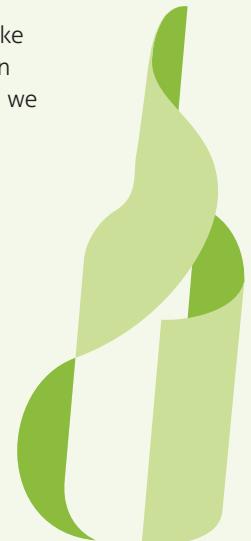
If you are a licensee or manager who would like to be part of this positive initiative, please nominate a contact person to represent your premises by emailing alcoholaccord@timdc.govt.nz. (please state the name of the premise when emailing).

We'll be in touch with details of our next meeting — and we'd love to have you involved in shaping a safer, stronger hospitality community for Timaru.

If you are not in the Timaru District but feel this may be something you would like to have established in your district, again please reach out to the email above and we can chat.

Sharon Hoogenraad

Chief Licensing Inspector



LCQ Training Dates

ARA Courses

There are no further training dates for this year, and the dates for next year are not yet available. Once we have been advised of the dates for next year, we will publish them in our newsletter.

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 – Paul Cooper

Hello again!

Important summer dates and a quick update

Kia ora,

My name is Paul Cooper, and I am returning to the role of District Licensing Committee (DLC) Secretary following Debbie Fortuin's departure. I am looking forward to working with you all again and supporting our staff to ensure the smooth operation of our licensing processes.

Working Days – Sale and Supply of Alcohol Act 2012

As a reminder, under the Sale and Supply of Alcohol Act 2012, a "working day" refers to any day except a weekend, public holiday, or the period between 20 December and 15 January each year when the DLC office is officially closed. This definition is important to keep in mind when calculating timeframes for applications, notifications, and other licensing processes.

I look forward to reconnecting with many of you in the year ahead and supporting safe, responsible alcohol management in our community.



Office Closure

Please note that the DLC office will close for the summer period from 20 December to 15 January. During this time, applications will not be processed, and statutory timeframes are paused. We encourage applicants to plan accordingly to avoid delays in processing their licensing matters.



**PLAN BEFORE
YOU PARTY**

**HAVE A SOBER
MATE TO DRIVE
YOU HOME**

*Merry
Christmas
&
Happy New Year*

from the
Timaru Liquor
Licensing Team



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