

LICENCE TO SERVE

ISSUE 024

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.

WHO YA GONNA CALL? CALLING 111 ISN'T THAT SCARY!

Often people's first comment when they ring 111 is "I'm not sure if this is an emergency...but..." It can be intimidating ringing 111 and people are often nervous – as kids we are all told sternly don't ring 111 unless it's an emergency, so people can be reluctant. Our dispatchers are highly trained and they're used to talking to people who are upset or scared.

How, When and Why

HOW: Always ring 111 If your life or property is in danger...Calls are free and the phone is answered 24/7.

WHEN: If your house is on fire, you smell smoke, there's a car crash, your home is threatened by flooding or a slip, or you see this happening to someone else's property – any sort of emergency that threatens life or property. And yes, if your kitten is stuck up a tree or ducklings have fallen into a drain!

WHY: Please don't ring your local fire station even if you know someone in the brigade. Almost all South Canterbury brigades are volunteers and most of the time there is no-one there to answer the phone.

All 111 calls are answered by trained dispatchers in our communications centres, with teams on duty 24/7. So call 111 – you're guaranteed to get a quick response.

Top tips from the front line of 111

Our aim is to get help on its way as quickly as possible, so the people who answer our 111 calls will ask questions about where exactly the incident is, and what's happening.

Knowing your location is really important. If the caller is unsure, the dispatcher will ask open questions to narrow down the location first. That's so we can get help to the right place. So please stay as calm as possible, focus and listen to the questions the dispatcher asks – they will get help to you, but we need your help as well to do so.

Be clear about where you are and what you know

A 111 call to Fire and Emergency NZ will always be answered with the words:

"FIRE – Where is your emergency?"

There are 4 main questions we will ask

- *Where is the emergency?*
 - *What is happening?*
 - *What is the nearest cross street or intersection (side road, what road is nearby etc)*
 - *What town or city?*
- We check the street names and the town or city really carefully – you can imagine how many places in NZ have a "High Street", "Church Road" and so on!

WHO YA GONNA CALL? *continued...*

Sometimes people just don't know where they are, for example if they're a visitor to the area, or it's night time, and knowing the town they are in is the first step in getting help even if that info is still a little vague.

Once we have established 'the where' and 'what is happening' we will then call out the nearest fire brigade, so the response gets underway while we are still on the line. But we will carry on the call if we need more information – for example a caller reports a crash on a state highway – we will ask more questions to find out whether people are still in the vehicle, how many cars are involved, are there any signs of injuries, any hazards like fallen power lines or fuel spills.

If you've already given us the information we need – for example, the house is on fire, this is the address, and everyone is safely outside – the 111 call could be relatively short.

We will not give firefighting advice over the phone, our advice will always be to get out and stay out.

Is there a cost?

Ringling 111 is always free and it doesn't matter who your phone provider is. You don't even need to have credit on your phone call 111.

Non-urgent phone number eg for fire safety, evacuation scheme advice

To contact Southcom for non-urgent advice on anything FENZ related phone 03 341 0266

If you're interested in finding out more about how our dispatch system works, or you're interested in a job with us, check out these videos.

www.facebook.com/fireandemergencynzcomcen/videos/3874378696120719/

www.facebook.com/fireandemergencynzcomcen/videos/311474091094599/

Brent Dunn

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WELCOME TO THE TEAM...

Kia ora all,

I have just recently started in the role of Liquor Licencing Sergeant in the Timaru area as Sergeant Robertson has returned to front line Policing.

I am originally from Auckland but have been in Timaru since High school, spending a few years in Otago at university and have been in the Police now for 8 years, all based on the frontline. I live locally with my wife and four children. When they aren't keeping me busy I enjoy playing basketball and a bit of photography in my downtime.

Having spent my entire career on the frontline responding to 111 calls, this is a big change for me doing a lot more work from a desk and focusing more on prevention, specifically in alcohol related offences. In my short few weeks in the role, I've picked up there's a lot to learn but I'm looking forward to expanding the skillset in this area. So far I've been reviewing all the licence renewals and applications coming through and it's good to see that we have a lot of responsible managers in the area.

Over the coming weeks I'll be looking to get out in the community, introducing myself and getting to know those in this field.



Until then, if you have any questions or concerns, please get in touch with me through email at Cameron.mcbride@police.govt.nz



SPECIAL LICENCES

With the Christmas/New Year period fast approaching I am sure you are all starting to get enquiries for staff work functions.

Just a friendly reminder – if you know of organisations either through your staff or family) that are looking at having an event that is either outside your licensed area, hours, or even having an event that you have been asked to cater for, you need to remind them that they need to start looking at getting a special Licence in place sooner rather than later to ensure they meet application closing dates.

All special licence applications must be received a minimum of 20 working days before the event (that does not include the day of the event or the day of lodging). Please note that there is the Christmas/New Year shutdown for the District Licensing Committee which is 20 December to 15 January every year so they do not count towards the 'working days'. Also we have Labour Weekend which takes one working day out of the equation.

With every application for a special licence we need to have the following attachments (minimum):

- Floor plan showing the area to be licensed (including any outside areas)
- Event Flyer/Poster (if relevant)
- Menu
- Alcohol Management Plan for large scale events (anything over 400 people)

We also have a booklet which may be of use for anyone who is looking at organising large events. If you are interested in getting a copy please email liquoradmin@timdc.govt.nz and we can send you one.

It is also worth noting that if you are going to be putting staff forward as 'Managers' for the special event that no not currently hold a Managers Certificate they will need to complete Servewise training and you will need to supply a copy of the Certificate. You can access this free online training via the following link:

<https://servewise.alcohol.org.nz/login/index.php>

If anyone needs help complete the application by all means please contact the Liquor Unit at the Council on 03 687 7200 to make an appointment and we are more than happy to sit down with you to through the application step by step.

You can go onto our website and view a short video about the Special Licence process if you are interested. The link is:

www.timaru.govt.nz/services/environment/liquor-control/liquor-licensing/special-licences



LCQ Training Dates

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

The final ARA course for 2022 is to be held on 17 October with the exam taking place on 31 October. To book this course please call ARA directly on 0800 242 476. The course runs 8.30am to 4.30pm on the first day and the exam starts at 1.00pm. To book this courses please call ARA directly on 0800 242 476.

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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

In previous newsletters we have discussed Servewise and 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'.



Joint Local Alcohol Policy (LAP) UPDATE

Just a quick update to advise that Councillors from all three districts continue to consider stakeholder feedback and that a draft policy will be out for consultation in the coming months. We will keep you posted as the process progresses.

Alcohol Accords

Kia ora kotou, with the days getting longer and summer approaching I thought now would be the perfect time to talk about Alcohol Accords.

Alcohol Accords are made up of bars and restaurants that work together to address alcohol related issues and promote the Sale and Supply of Alcohol Act 2012.

It is a non-regulatory and voluntary approach to promoting community safety through safer alcohol supply and consumption.

Alcohol Accords have the ability to produce specific and significant improvements in public safety. There are huge benefits all round – licensees are able to maintain trade by keeping their customers safe and satisfied along with the community, regulatory, and welfare agencies facing fewer challenges caused by the misuse of alcohol.

Members of Alcohol Accords have the benefit of:

- networking with other Accord members
- working with enforcement and monitoring agencies to address any safety concerns
- have access to training opportunities
- mentoring opportunities.

Accord membership includes the licensees, police, local council, and public health units.

If you are interested in joining the Alcohol Accord or want to know more, please contact me by phoning 027 537 2321 or emailing me at olivia.ensor@cdhb.health.nz.

Stay safe and take care,

Olivia



From the Secretary's Desk

Kia ora koutou

It's the time of year where we are heading into the final quarter of the year, and many are a flurry with plans to organise fundraising events.

With that in mind, we encourage you to get your applications in early to ensure that your applications are processed in time. We do spend a considerable amount of time chasing information due to incomplete applications or insufficient detail, this could result in an application therefore not being completed in time for the 20 working days statutory timeframe required to process an application. Please be aware that if your applications are not fully completed with all the detail required, it will be rejected. We are here to help and so encourage you to ring and speak with Naomi, who will be able to help you fill out your application, whether face to face or by telephone. Please make use of this option as we do want to see you succeed in your fundraising efforts.

We are all about safety and alcohol harm reduction and with that in mind, this is a gentle reminder that we will be out and about monitoring events and licensed premises to ensure you are meeting your licensing conditions.

We are mindful that the Sale and Supply of Alcohol Act 2012, can be a bit of a mind field to navigate, and some of the requirements are not easy to interpret and understand, we therefore encourage you to ring in and speak with one of the Liquor Licensing Team members, if you have any questions or need any information that may assist you.

Until next time....

Ngā mihi,

Debbie Fortuin, Secretary

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