

City of Port Phillip
Advertised Document
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Middle Park Hotel Rooftop

102 Canterbury Road, Middle Park

DRAFT NOISE and AMENITY ACTION PLAN
(Management Plan)



MIDDLE PARK HOTEL

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OVERVIEW

Welcome to Middle Park Hotel Rooftop.

The purpose of this document is to ensure appropriate management and control of Middle Park Rooftop, 102 Canterbury Road, Middle Park particularly in relation to the responsible service of alcohol, minimising the risk of alcohol misuse and abuse and to minimise any adverse impact on the amenity of the surrounding area or any disturbance or disruption to the nearby residents and businesses.

Security Policy and Our Principles for Workplace Security

We are committed to providing a secure environment for all persons in and around the venue. Staff should report matters that could potentially represent a risk within the organisation.

We promote the following key security principles:

The personal security and safety of individuals takes precedence over any other security consideration;
We will minimise security risks through preventative strategies rather than detection or response to incidents where possible.

Where security risks cannot be fully mitigated and must be accepted, we will continue to review these risks through our continual improvement strategy.

References to staff includes licensed security and crowd controllers.

Application

The Noise and Amenity Action Plan works in conjunction with the Planning Permit XXX and applies to all employees, patrons and contractors in and around the workplace.

This plan is operationalised through induction and monthly staff meetings. It is reviewed regularly including after any incident and annually with any changes to the Licensees obligations under applicable law.

1. MANAGING NOISE

- 1.1 The Middle Park Hotel Rooftop will comply with the noise and amenity conditions endorsed on its Liquor Licence having regard to the possible impact on residents and neighbouring premises so as to ensure minimum disturbance or nuisance is caused to those residents and/or businesses.
- 1.2 Noise associated with the licensed premise will be governed by Environment Protection Regulations 2021 Part 5.3 (EPR 2021) and EPA Victoria Noise Limit and Assessment Protocol for the Control of Noise from Commercial, Industrial and Trade Premises and Entertainment Venues Publication 1826.4 (Publication 1826.4). (Previously known as SEPP N-1 and SEPP N-2).



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- 1.3 Management and Staff will take all complaints by neighbours very seriously and will endeavour to respond to any concerns in a timely and positive manner should they arise.

2. ROOFTOP TERRACE

- The rooftop terrace can accommodate up to 200 patrons
- A full dining facility will be provided to the roof top terrace (as is available in the balance of the premises).
- The rooftop bar will operate full kitchen service until 10pm and light snacks will be available until close.
- Menus will be placed on all tables to help promote food and also in prominent positions on the bar near tills as a secondary reminder at time of ordering. All staff will also be trained to encourage + promote food during late night trade.
- Live music in the form of a solo or acoustic duo or DJ playing music is permitted seven days a week.
- Music noise will be managed in accordance with the Acoustic Assessment prepared by Octave Acoustics dated 25 November 2021. A noise limiter will be installed into the venue's sound system to manage music noise levels.
- Patron ingress and egress will be only via the existing hotel internally. There is no direct access to the street.
- Lighting will be instated for patron comfort and safety.
- Deliveries to the land will remain as is currently undertaken.
- Waste disposal remains as is currently undertaken.
- The hours of operation for the rooftop terrace are as outlined in *Section 12* of the plan.
- All patrons will be ushered from the rooftop terrace by the close time, with no customer allowed access to the rooftop once it has been closed.
- No new customers will be allowed access to the roof from 11.30pm (on nights when we are trading till 1:00am) to help ensure a natural reduction of numbers on the roof deck and in the venue as a whole. Further, to help naturally reduce numbers in venue before 1:00am to help prevent an influx of customers into neighbouring streets at 1am
- The rooftop terrace must always have a minimum of 130 seats available when trading.
- The serving of drinks on the rooftop terrace must cease 30 minutes before the rooftop terrace is required to close.

3. QUEUING OF PATRONS

- 3.1 Patrons are to queue in an orderly manner along Armstrong Street to ensure no adverse impact or impediment to pedestrians. Any persons misbehaving or acting in a disorderly or anti-social manner in the queue or outside the Hotel will be removed from the queue and/or not be permitted entry.



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- 3.2 No open containers of alcohol will be permitted in the queue and any persons found with alcohol on their person will be removed from the queue and will not be permitted entry.
- 3.3 During peak times, the queue will be monitored by staff and controlled by a licensed crowd controller.

4. TRANSPORT SERVICES

Staff will be familiar with transport options and actively assist patrons to get home safe

- 4.1 Trains and Trams
 - Trams services run along Canterbury Road, the tram stop is located opposite The Middle Park Hotel.
 - Timetables are readily accessible online from:
Trams: yarratrams.com.au/route-guides
All transport: www.ptv.vic.gov.au/timetables
- 4.2 Taxi Services
 - Available 24/7 on Canterbury Road and Armstrong Street.
- 4.3 Bus Services
 - There are over 300 bus routes across Melbourne servicing cross-suburban travel, CBD trips for commuters, connections to train stations, major shopping centres, and leisure and sporting venues.
 - Bus timetables are available online from www.ptv.vic.gov.au/timetables

5. RESIDENTS AND AMENITY OF THE NEIGHBOURHOOD

- 5.1 The Middle Park Hotel will at all times have regard to its neighbours in the surrounding area and use best practice to ensure that minimal disturbance is caused to those residents by the operation of The Middle Park Hotel Rooftop.
- 5.2 Staff and Security at The Middle Park Hotel Rooftop are to ensure that all Patrons leave quietly and in an orderly fashion. In this regard, Staff and Security will use their best endeavours to request that Patrons 'move on' and disperse quietly from the area.
- 5.3 Staff will complete regular litter collections in and around The Middle Park Hotel to collect any litter and/or clean any mess or rubbish caused by Patrons of the Hotel during and immediately after the close of trade.
- 5.4 Staff will patrol the perimeter of the Hotel and give particular attention to Armstrong Street, and Canterbury Road to ensure that the amenity of residents in the area is protected.
- 5.5 When live or recorded amplified music other than background music is provided, CCTV surveillance recording system must operate at all times when the Hotel is open to the public as per the liquor licence. A copy of the recorded images must be available on request for immediate viewing or removal by Victoria Police or a person authorised by the VCGLR.



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6. COMPLAINTS/INCIDENTS REPORTS PROCEDURE

- 6.1 Staff will take all complaints by neighbours very seriously and will endeavour to respond to any concerns in a timely and positive manner. The contact number for the venue will be offered to neighbours should any concerns arise.
- 6.2 In the event of a complaint about the Middle Park Hotel Rooftop, the complaint must be recorded in Elumina (AVC online incident reporting system) and all details logged to ensure the appropriate action has been taken or will be taken. A daily review of the Complaints/Incidents Reports including details of any issues regarding visits or complaints is to be conducted by the Nominee or Hotel Manager.

7. LIQUOR LICENSING/RESPONSIBLE SERVING OF ALCOHOL

- 7.1 The Middle Park Hotel will at all times comply with the *Liquor Control Reform Act 1998* including but not limited to:
- i. Alcohol will not be supplied to any intoxicated persons;
 - ii. Intoxicated persons will be refused service at the Hotel and monitored by Staff;
 - iii. If any patron attempts to supply an intoxicated person with alcohol or the person is observed with an alcoholic drink following a refusal of service, then both parties (if applicable) will be asked to leave the premises;
 - iv. Drunk or disorderly persons are not permitted on the premises;
- 7.2 All staff involved in the sale, service and supply of liquor must hold a valid Responsible Service of Alcohol certificate. All staff required to complete the Responsible Service of Alcohol course will also be required to undertake the VCGLR refresher course every 3 years. Copies of all certificates of completion of the Responsible Service of Alcohol and Licensees First Step will be retained.
- 7.3 It is the policy of the Middle Park Hotel Rooftop to serve Patrons in a responsible, friendly and professional manner. Staff will assist customers in their decision to drink in moderation.
- 7.4 Harm Minimisation and Responsible service of alcohol will be a priority of the Management and Staff of The Middle Park Hotel Rooftop.
- 7.5 Low alcohol beer and non-alcoholic beverages must be available at all times. Free drinking water will be available at the premises at all times
- 7.6 The licensee will offer a late-night menu to 10pm which will include hot food items. Light snacks will then be available for purchase until close.
- 7.7 The Licensee will at all times be a member of the Melbourne Licensees Forum.

8. MINORS

- 8.1 Staff are trained, experienced and proactive in relation to checking acceptable photo evidence of age documents indicating that a patron is over 18 years of age. Minors are not permitted to drink alcohol on the licensed premises under any circumstances.
- 8.2 Staff will request identification from any persons who appears under 25 years of age and only accept evidence of age documents under the *Liquor Control Reform Act 1998* for the purpose of purchasing alcohol as follows:



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- Australian driver licence (including NSW & SA digital drivers licence)
- Victorian learner permit
- Foreign driver licence in the English language or if not in the English language, must be accompanied by an official English translation or an International Driving Permit
- Victorian proof of age card or an equivalent from another state or territory of Australia
- Keypass card (including digital Keypass)
- Australian or foreign passport
- Victoria marine licence

The Licensee, Management and Security (where applicable) of The Middle Park Hotel are aware of their power to seize an evidence of age document if they are satisfied that:

- i. The person who produced the document is not the person to whom it was issued;
- ii. The document contains fake or misleading information about the name or age of the person who produced the document; or
- iii. The document has been forged or fraudulently altered.

The Licensee, Management, Security (where applicable) and Staff of The Middle Park Hotel will provide the Victoria Police with any seized document to assist in their investigation and in order to send a strong message to minors that The Imperial Hotel will be proactive in preventing the supply of liquor to minors.

9. SIGNAGE

- Signs are to be displayed in all areas subject to camera surveillance. Such signs shall read: *“For the safety and security of patrons and staff this area is under electronic surveillance”*.
- Signage will be erected near the exits to remind patrons to respect our neighbours. Such signs shall read: *“Please respect our neighbours and leave quietly”*.

10. ROOFTOP HOURS OF OPERATION

The Middle Park Hotel Rooftop will at all times comply with the hours of operation authorised as per the Liquor Licence as follows:

TRADING HOURS ROOFTOP	
FOR CONSUMPTION ON THE LICENSED PREMISES -	
The rooftop terrace may only trade between the following hours:	
Sunday	Between 10 a.m. and 1 a.m. the following morning
Good Friday	Between 12 noon and 1 a.m. the following morning
Anzac Day (not being a Sunday)	Between 12 noon and 1 a.m. the following morning



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On any other day	Between 7 a.m. and 1 a.m. the following morning except for Good Friday morning.
The hours of operation for New Year's Eve, Grand Final Eve, Melbourne Cup & the race days of the 'Race Period' as determined under the Grand Prix Act 1994 - Between 7 a.m. and 1 a.m. the following morning (excluding 7 a.m. to 10 a.m. on Sunday morning).	
FOR CONSUMPTION OFF THE LICENSED PREMISES -	
Sunday:	10:00am - 11:00pm
Good Friday & Anzac Day:	12 noon - 11:00pm
On any other day:	7:00am - 11:00pm

11. LICENSED CROWD CONTROLLERS

Management, if appropriate, will provide adequate numbers of security staff to properly control the conduct and behaviour of patrons within the Premises. and in its immediate vicinity at any time the Premises is not obliged to do so under the Security Conditions listed on the Premise's liquor licence

It will be the responsibility of Management and any employed security staff to control and monitor the number of persons on the Premises to ensure that numbers are kept within acceptable limits of the venue.

12. ROOFTOP PATRON EGRESS PLAN

The exit strategy for roof top patrons is as follows:	
12.30am - Closing	<ul style="list-style-type: none"> • Bar closes 30 minutes on rooftop before the allocated closing time • At closing time of rooftop all patrons will be asked to leave the rooftop via the lift • The lift will be closed off to all other levels during this time. • The patrons will exit at ground level and be ushered to ground level roped off exit zone which will be cleared prior • All patrons will be directed to leave the venue if the venue is currently at capacity. • Security at the external exit point will ensure that all patrons leave in an orderly manner and
1.00am	Rooftop Closed

13. ESSENTIAL SERVICES

13.1 The Licensee will maintain emergency access/egress required for the operation of the business in accordance with all building regulations and other legislative requirements.



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13.2 The Licensee shall have in place a fire management plan in consultation with the appropriate authorities and ensure all staff are properly trained in emergency procedures. All necessary signage, information sheets, plans, exits signs and similar will be installed as required.

14. DISCRIMINATION

Management, Security and Staff are to ensure that patrons feel welcome and no discrimination occurs on the basis of sex, age, race, nation of origin, marital status, sexual preference, pregnancy, disability or political allegiance or affiliation.

15. HEALTH

15.1 The Licensee shall ensure that The Middle Park Hotel Rooftop has appropriate, up to date and valid health registration with the health department of City of Stonnington.

15.2 The appropriate Staff employed at The Middle Park Hotel Rooftop will be required to attend accredited training courses on Food Handling and Safety procedures on a regular basis.

16. SMOKING

16.1 The Middle Park Hotel Rooftop will comply with the *Tobacco Act 1987* and no smoking will be allowed indoors and on the rooftop when food is available for consumption.

17. MAINTENANCE/CLEANLINESS

17.1 Staff will at all times ensure that the Middle Park Hotel Rooftop is clean and tidy, and that all maintenance issues within its responsibility are undertaken in a timely manner and to a proper workman like standard.

17.2 Paperwork and checklist to be completed by Management and items reported as required to ensure that any refuse originating from the Middle Park Hotel Rooftop is collected and properly disposed of.

18. SECURITY AGAINST THEFT AND BREAK INS

18.1 Management will use their best endeavours to ensure security and safety of its Patrons and Staff and their belongings.

18.2 Management will enforce policies of cash handling and management in a secure and safe manner.

19. ACCESSIBILITY

19.1 The accessibility entrance is via the Armstrong Street entrance

19.2 A unisex Accessible bathroom is located on ground floor and rooftop level and can be accessed by internal lift.

19.3 All floors/levels are wheelchair accessible via the internal lift.