

# Management plan

Applicants seeking to vary their licence conditions for a live music venue and applicants subject to the late night liquor licence guidelines in the municipalities of Melbourne (including the district known as Docklands), Stonnington, Yarra and Port Phillip, must provide a management plan to Liquor Control Victoria (LCV).

A management plan allows licensees or licence applicants to demonstrate they have a strategy for the management of their venue and its risks. LCV encourages all licensed premises to have a venue management plan in place. LCV may request a management plan for other types of applications if determined necessary during the assessment of the application.

Having a management plan in place identifies and develops a responsible approach to running the venue. Applicants should include the following in their management plan where relevant:

- details of the liquor licence sought/held – refer to definitions in the *Liquor Control Reform Act 1998*
- details of the hours of operation of the premises
- details of any proposed special events and specific management strategies for dealing with such special events
- security arrangements including the number of personnel and their hours of operation
- strategies for responding to drugs and weapons
- strategies for dealing with intoxicated, drunk and disorderly patrons
- approach to the Responsible Service of Alcohol (RSA)
- management of aggressive or unruly patrons
- the provision of free drinking water
- details of the maximum number of patrons to be permitted on the premises
- managing entry and exits and pass-out arrangements
- dealing with theft on the premises
- lighting within the boundaries of the premises
- security lighting outside the premises
- security camera locations, operation and management
- general rubbish storage and removal arrangements including hours of pick up
- bottle storage and removal arrangements including hours of pick up
- noise reduction measures (for example, doors, windows, curtains or soundproofing)
- processes in place for controlling noise such as music, emptying bins, generators and from patrons in and around the licensed venue
- processes for managing litter in and around the venue
- the training of staff in the management of the behaviour of patron/residents of the premises, RSA and first aid
- a complaint handling process to be put in place to effectively manage complaints received from neighbouring and nearby businesses and local residents. Include details of a complaints register to be kept at the premises. The register must include details of the complaint received (who, when, where, what), any action taken and the response provided to the complainant
- details of the management methods to be employed to minimise queuing outside the venue
- details of patron and resident management regarding outdoor areas to minimise impacts on the amenity of nearby properties
- details of the management of patrons/residents who are smoking in and around the venue
- details of public transport facilities which are available (including taxi services) to patrons and residents of the premises
- evacuation procedures
- requirement for staff to read the management plan
- any other management strategies relevant to your business.