



Attachments

Local Planning Panel meeting

Wednesday 29 April 2026
at 4:00 PM



TABLE OF CONTENTS

LOCAL PLANNING PANEL

1	LPP15/26	DA/919/2014/B - Section 4.55(2) application to extend trading hours - Hornsby RSL Club, 4 High Street, Hornsby	
	Attachment 1:	Acoustic Report.....	2
	Attachment 2:	Plan of Management.....	44
	Attachment 3:	Social Impact Assessment.....	95

ATTACHMENT/S

REPORT NO. LPP15/26

ITEM 1

- 1. ACOUSTIC REPORT**
- 2. PLAN OF MANAGEMENT**
- 3. SOCIAL IMPACT ASSESSMENT**



ATTACHMENT 1 - ITEM 1

REPORT R210814R1

Revision 3

Noise Impact Assessment
Extension of Hours - Licensed Venue
Hornsby RSL Club

PREPARED FOR:
Design Collaborative
Suite 802/99 York Street,
Sydney NSW 2000

4 February 2026



PO Box 522
Wahroonga NSW 2076
ABN 78 149 311 455

+61 7 3804 1217
+61 2 9943 5057
info@rodneystevensacoustics.com.au



Noise Impact Assessment

Extension of Hours - Licensed Venue

Hornsby RSL Club

PREPARED BY:

Rodney Stevens Acoustics Pty Ltd

Telephone: 61 2 9943 5057 Facsimile 61 2 9475 1019
 Email: info@rodneystevensacoustics.com.au
 Web: www.rodneystevensacoustics.com.au

DISCLAIMER

Reports produced by Rodney Stevens Acoustics Pty Ltd are prepared for a particular Client's objective and are based on a specific scope, conditions and limitations, as agreed between Rodney Stevens Acoustics and the Client. Information and/or report(s) prepared by Rodney Stevens Acoustics may not be suitable for uses other than the original intended objective. No parties other than the Client should use any information and/or report(s) without first conferring with Rodney Stevens Acoustics.

The information and/or report(s) prepared by Rodney Stevens Acoustics should not be reproduced, presented or reviewed except in full. Before passing on to a third party any information and/or report(s) prepared by Rodney Stevens Acoustics, the Client is to fully inform the third party of the objective and scope and any limitations and conditions, including any other relevant information which applies to the material prepared by Rodney Stevens Acoustics. It is the responsibility of any third party to confirm whether information and/or report(s) prepared for others by Rodney Stevens Acoustics are suitable for their specific objectives.

DOCUMENT CONTROL

Reference	Status	Date	Prepared	Checked	Authorised
R210814R1	Revision 0	17 July 2025	Brian Mendieta	Dani Awad	Desmond Raymond
R210814R1	Revision 1	1 August 2025	Brian Mendieta	Dani Awad	Desmond Raymond
R210814R1	Revision 2	30 January 2026	Brian Mendieta	Desmond Raymond	Desmond Raymond
R210814R1	Revision 3	4 February 2026	Brian Mendieta	Desmond Raymond	Desmond Raymond

Rodney Stevens Acoustics
 Report Number R210814R1
 Revision 3

Noise Impact Assessment Extension of Hours - Licensed Venue
 Hornsby RSL Club
 Design Collaborative

1

ATTACHMENT 1 - ITEM 1



TABLE OF CONTENTS

1	INTRODUCTION	4
2	PROPOSED DEVELOPMENT	4
2.1	Development Site	4
2.2	Proposed Operating Hours	4
3	BASELINE NOISE SURVEY	5
3.1	Unattended Noise Monitoring	5
3.2	Data Processing	6
4	NOISE CRITERIA	7
4.1	Liquor and Gaming	7
4.2	International Standard ISO 226-2023	7
4.3	Noise Policy for Industry	7
4.3.1	Intrusiveness Noise Levels	8
4.3.2	Amenity Noise Levels	8
4.3.3	Area Classification	8
4.4	Sleep Disturbance	8
4.5	Project Specific Noise Criteria	9
4.5.1	Liquor & Gaming Project Specific Noise Criteria	9
4.5.2	NPfl - Project Specific Trigger Noise Levels	10
4.5.3	NPfl - Project Specific Trigger Noise Levels	10
5	NOISE IMPACT ASSESSMENT	11
5.1	Noise Sources	11
5.1.1	Typical Patron Vocal Levels	11
5.1.2	Patron Sound Power Levels	11
5.1.3	Music Sound Power Level	12
5.1.4	Poker Machine Noise Levels	12
5.1.5	Snooker and Table Tennis Rooms	13
5.1.6	Mechanical Noise	13
5.2	Predicted Noise Impacts	15
5.2.1	Noise Modelling Scenarios	15
5.2.2	Noise Prediction Assumptions	16
5.3	Predicted Noise Levels	19
5.3.1	Scenario 1 Noise Results	19
5.3.2	Scenario 2 Noise Results	20
6	RECOMMENDATIONS	22
6.1	Level 1 Gaming Lounge	22
6.2	Outdoor Area Restrictions	22

6.3	Western Car Parking Area	22
7	CONCLUSION	24
	APPENDIX A – ACOUSTIC TERMINOLOGY	25
	APPENDIX B – LOGGER GRAPHS	28
	APPENDIX C – JANUARY 2026 NOISE MONITORING LOCATION	40
	APPENDIX D – CALIBRATION CERTIFICATE	41
Table 3-1	Measured Baseline Noise Levels Corresponding to Defined NPfl Periods	6
Table 4-1	Threshold of Hearing in Accordance to ISO 226-2003	7
Table 4-2	External Criteria for Operational Noise	9
Table 4-3	Internal Criteria for Operational Noise	10
Table 4-4	Operational Project Trigger Noise Levels	10
Table 5-1	Speech Spectrums - AAAC Licensed Premises Noise Assessment Technical Guide V2.0.	11
Table 5-2	Sound Power Levels of People talking with Normal and Raised Voices - Lw – dB	11
Table 5-3	Typical Sound Power Level of Typical Music - Lw – dB	12
Table 5-4	Measured Poker Machine Noise Levels	12
Table 5-5	Sound Power Levels of Poker Machines in each Area - Lw – dB	13
Table 5-6	AC Condenser Unit Details	14
Table 5-7	Noise Prediction Scenarios	15
Table 5-8	Sensitive Receivers	17
Table 5-9	Scenario 1 Predicted External Noise Impact Levels - Residential Receivers Night-time	19
Table 5-10	Scenario 1 Predicted Internal Noise Impact Levels - Residential Receivers Night-time	20
Table 5-11	Scenario 1 Predicted Noise Impact Levels at Nearby Commercial Receivers	20
Table 5-12	Scenario 2A - Predicted Noise Impact Levels (Night Period)	21
Table 5-13	Scenario 2B – Car Park Noise and Mechanical noise (Sleep Disturbance Noise Assessment)	21
Figure 2-1	Site Location	5
Figure 5-1	Location of Condenser Units and Fans Measured Noise Levels	14
Figure 5-2	Affected Receiver Locations	17
Figure 5-3	Scenario 2 Noise Modelling Layout	18
Figure 6-1	Carpark Noise Control Plan during proposed extended hours	23
Figure 6-2	Acoustic absorption (NRC 0.7) to be applied to Carpark ceiling	23

1 INTRODUCTION

Rodney Stevens Acoustics Pty Ltd (RSA) has been engaged by Design Collaborative to prepare a noise assessment for the proposed extension of hours for the Hornsby RSL Club.

The purpose of this report is to determine possible noise impacts on nearby receivers and if necessary, provide acoustic control recommendations so that the proposed extension of hours may operate in an acoustically compliant manner in accordance with Council of the Shire of Hornsby's requirements and Liquor and Gaming NSW license conditions.

This report presents RSA's methodology, assessment criteria, predicted noise impact on surrounding receivers and recommendations regarding the operation during the proposed extended hours.

Specific acoustic terminology is used in this report. An explanation of common acoustic terms is provided in Appendix A.

2 PROPOSED DEVELOPMENT

2.1 Development Site

The Hornsby RSL Club is bounded by Ashley Lane to the north, High Street to the east, Ashley Street to the south and residential apartments to the west. Additional residential receivers are located to the north-west, south-west and south-east area. A war memorial hall is located north-east from the site and additional commercial developments are located to the north and south-east.

Hornsby RSL is proposing to extend its closing hours to 4:00am on Monday to Sunday. Currently, most of outdoor spaces and eateries at the RSL will be closed before midnight, with exception the gaming area and lounge areas. This noise impact assessment focuses on the gaming and lounge areas and the mechanical plant operating during the proposed extended hours. In addition to this, recommendations for the western car park area will be provided.

Figure 2-1 shows an aerial image of the location in question, the surrounding environment and the noise monitoring location.

2.2 Proposed Operating Hours

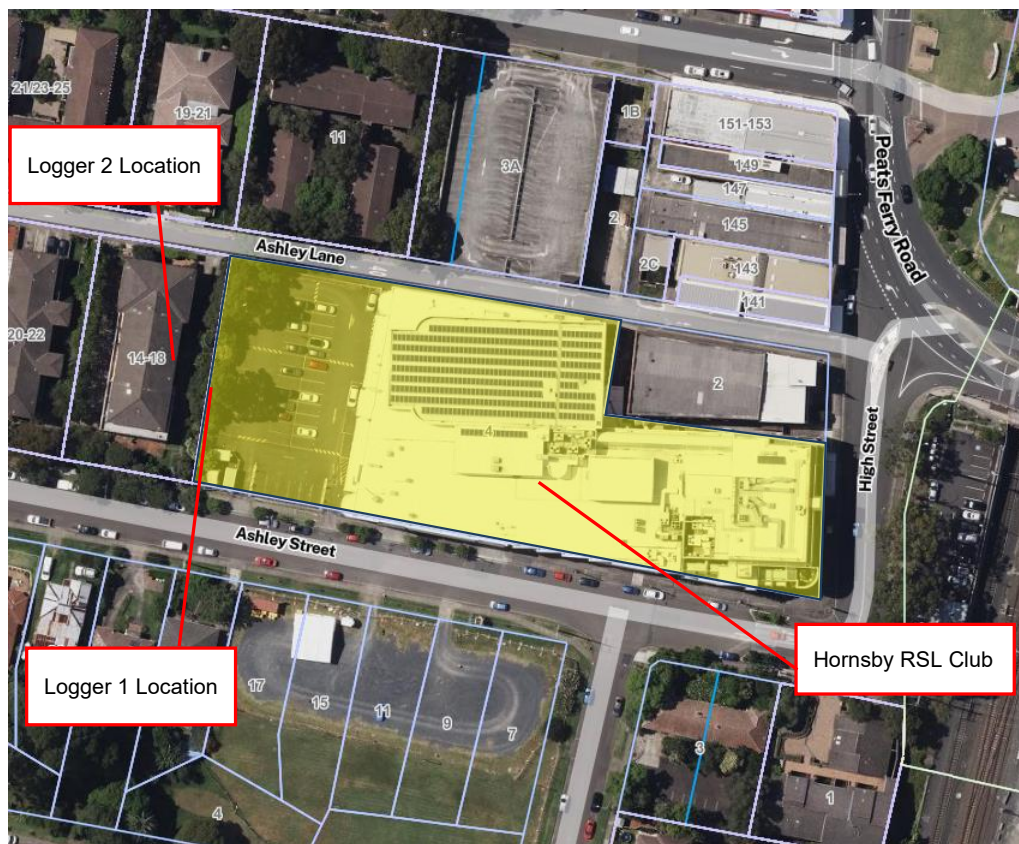
It is understood that the RSL Club currently operates within the following hours:

- Sunday to Tuesday 10:00am to 1:00am.
- Wednesday & Thursday 10:00am to 2:00am.
- Friday & Saturday 10:00am to 4:00am.

The RSL Club is seeking to extend operating hours to 4:00am on Monday to Sunday.



Figure 2-1 Site Location



Aerial image courtesy of Spatial Digital Twin Explorer © 2025

3 BASELINE NOISE SURVEY

3.1 Unattended Noise Monitoring

In order to characterize the existing acoustical environment of the area unattended noise monitoring was conducted between Tuesday 17th and Wednesday 25th June 2025. The noise logger was located on the western boundary of the site; this location is representative of the ambient noise levels of the area.

Additional noise monitoring (logger 2) was undertaken in unit 17 of 14 Ashley Street, Hornsby which is located on the second floor on the east side (facing Hornsby RSL carpark) of the multistorey residential development. The noise monitoring was conducted between Thursday 15th and Wednesday 28th January 2026. A picture of the noise monitoring location is shown in Appendix C.

The noise logger location was selected with consideration to other noise sources which may influence readings, security issues for noise monitoring equipment and gaining permission for access from residents and landowners.

Instrumentation for the survey comprised of a RION NL-42EX octave environmental noise logger (serial numbers 206889) fitted with microphone windshields. Calibration of the loggers was checked prior to and following measurements. Drift in calibration did not exceed ± 0.5 dB(A). All equipment carried appropriate and current NATA (or manufacturer) calibration certificates. Measured data has been filtered to remove data measured during adverse weather conditions upon consultation with historical weather reports provided by the Bureau of Meteorology. Noise data affected by significant weather conditions (i.e. heavy rain and strong winds) was removed from the noise analysis; this includes measurement taken between the 18th to the 20th January 2026.

The logger determines L_{A1} , L_{A10} , L_{A90} and L_{Aeq} levels of the ambient noise. L_{A1} , L_{A10} , L_{A90} are the levels exceeded for 1%, 10% and 90% of the sample time respectively (see Glossary for Definitions in Appendix A). Detailed results at the monitoring location are presented in graphical format in Appendix B. The graphs show measured values of L_{A1} , L_{A10} , L_{A90} and L_{Aeq} for each 15-minute monitoring period.

3.2 Data Processing

In order to assess noise emission from the proposed licensed venue, the data obtained from the noise logger has been processed in accordance with the procedures contained in the NSW Environmental Protection Authority's (EPA) *Noise Policy for Industry* (NPfI, 2017) to establish representative noise levels that can be expected in the residential vicinity of the site. The monitored baseline noise levels are detailed in Table 3-1.

As per the request of Hornsby Shire Council, the measured noise between 2:00am and 4:00am on Saturday and Sunday have been excluded from the overall noise measurement level.

Table 3-1 Measured Baseline Noise Levels Corresponding to Defined NPfI Periods

Location	Measurement Descriptor	Measured Noise Level – dB(A) re 20 μ Pa		
		Daytime 7 am – 6 pm	Evening 6 pm – 10 pm	Night-time 10 pm – 7 am
West Boundary RSL Hornsby Club (June 2025)	L_{Aeq}	52	49	46
	RBL (Background)	43	41	33
Upper Floor (Unit 17) 14 Ashley Street, Hornsby (January 2026)	L_{Aeq}	52	54	46
	RBL (Background)	42	43	35

Notes: All values expressed as dB(A) and rounded to nearest 1 dB(A);

L_{Aeq} Equivalent continuous (energy average) A-weighted sound pressure level. It is defined as the steady sound level that contains the same amount of acoustic energy as the corresponding time-varying sound.

L_{A90} Noise level present for 90% of time (background level). The average minimum background sound level (in the absence of the source under consideration).

4 NOISE CRITERIA

The establishment of the noise criteria for the assessment of the proposed extension of hours have been based on the Liquor and Gaming NSW noise guidelines.

4.1 Liquor and Gaming

Liquor and Gaming NSW guidelines for the assessment of noise from licensed premises is as follows:

- a) *The L_{A10} noise level emitted from the use must not exceed the background noise level in any Octave Band Centre Frequency (31.5 Hz to 8 kHz inclusive) by more than 5 dB between the hour of 7.00 am and 12.00 midnight when assessed at the boundary of any affected residence.*
- b) *The L_{A10} noise level emitted from the use must not exceed the background noise level in any Octave Band Centre Frequency (31.5 Hz to 8 kHz inclusive) between the hour of 12.00 midnight and 7.00 am when assessed at the boundary of any affected residence.*
- c) *Notwithstanding compliance with a) and b) above, the noise from the use must not be audible within any habitable room in any residential property between the hours of 12.00 midnight and 7.00 am.*

4.2 International Standard ISO 226-2023

The International Standard ISO 226: 2023- Normal Equal-Loudness-Level Contours provides a set of values in decibels that represent the minimum amount of sound that the human ear can register (threshold of hearing) per frequency band. The threshold of hearing values are presented in Table 1 of the ISO standard, the specific values are presented in the table below:

Table 4-1 Threshold of Hearing in Accordance to ISO 226-2003

Description	Tf Level per Octave Band -dB								
	31.5 Hz	63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Threshold of hearing	60	38	22	11	4	2	-1	-5	13
A-Weightings	-39	-26	-16	-9	-3	0	1	1	-1
A-Weighted Hearing Thresholds for Reference	20	11	6	3	1	2	0	-4	12

4.3 Noise Policy for Industry

Responsibility for the control of noise emissions in New South Wales is vested in Local Government and the EPA. The EPA oversees the Noise Policy for Industry (NPfI) October 2017 which provides a framework and



process for deriving project trigger noise level. The NPfl project noise levels for industrial noise sources have two (2) components:

- Controlling the intrusive noise impacts for residents and other sensitive receivers in the short term; and
- Maintaining noise level amenity for particular land uses for residents and sensitive receivers in other land uses.

4.3.1 Intrusiveness Noise Levels

For assessing intrusiveness, the background noise generally needs to be measured. The intrusiveness noise level essentially means that the equivalent continuous noise level (L_{Aeq}) of the source should not be more than 5 dB(A) above the measured Rated Background Level (RBL), over any 15-minute period.

4.3.2 Amenity Noise Levels

The amenity noise level is based on land use and associated activities (and their sensitivity to noise emission). The cumulative effect of noise from industrial sources needs to be considered in assessing the impact. The noise levels relate only to other industrial-type noise sources and do not include road, rail or community noise. The existing noise level from industry is measured.

If it approaches the project trigger noise level value, then noise levels from new industrial-type noise sources, (including air-conditioning mechanical plant) need to be designed so that the cumulative effect does not produce total noise levels that would significantly exceed the project trigger noise level.

To prevent increases in industrial noise due to the cumulative effect of several developments, the project amenity noise level for each new source of industrial noise is set at 5dBA below the recommended amenity noise level.

The NPfl, project trigger noise levels and limits are assessed on a 15-minute assessment period. The NPfl provides the following guidance on adjusting the $L_{Aeq, period}$ level to a representative $L_{Aeq, 15minute}$ level to standardize the time periods: $L_{Aeq, 15minute} = L_{Aeq, period} + 3dBA$

4.3.3 Area Classification

The NPfl characterizes the "Suburban" noise environment as an area with an acoustical environment that:

- has local traffic with characteristically intermittent traffic flows or with some limited commerce or industry.
- This area often has the following characteristic: - evening ambient noise levels defined by the natural environment and human activity

The area surrounding the proposed development falls under the "Suburban" area classification.

4.4 Sleep Disturbance

The NSW EPA Noise Policy for Industry (NPfl) provides a guidance for sleep disturbance or sleep arousal assessment. The NPfl states the following:

The potential for sleep disturbance from maximum noise level events from premises during the night-time period needs to be considered. Sleep disturbance is considered



to be both awakenings and disturbance to sleep stages. Where the subject development/premises night-time noise levels at a residential location exceed:

- LAeq,15min 40 dB(A) or the prevailing RBL plus 5 dB, whichever is the greater, and/or
- LAFmax 52 dB(A) or the prevailing RBL plus 15 dB, whichever is the greater,

a detailed maximum noise level event assessment should be undertaken. The detailed assessment should cover the maximum noise level, the extent to which the maximum noise level exceeds the rating background noise level, and the number of times this happens during the night-time period. Some guidance on possible impact is contained in the review of research results in the NSW Road Noise Policy

Other factors that may be important in assessing the extent of impacts on sleep include:

- how often high noise events will occur
- the distribution of likely events across the night-time period and the existing ambient maximum events in the absence of the subject development
- whether there are times of day when there is a clear change in the noise environment (such as during early-morning shoulder periods)
- current scientific literature available at the time of the assessment regarding the impact of maximum noise level events at night.

Maximum noise level event assessments should be based on the LAFmax descriptor on an event basis under 'fast' time response.

The detailed assessment should consider all feasible and reasonable noise mitigation measures with a goal of achieving the above trigger levels

4.5 Project Specific Noise Criteria

4.5.1 Liquor & Gaming Project Specific Noise Criteria

Based on the spectral data from the noise logger the project specific noise criteria for the operation of the proposed extension of hours have been established in accordance with LG noise guidelines. The project specific noise criteria for the proposed extension of hours is presented in tables below. The measurement presented below is taken from the January 2026 noise measurement. It should also be noted that the measured noise between 2:00am and 4:00am on Saturday and Sunday have been excluded from the overall noise value.

Table 4-2 External Criteria for Operational Noise

Description	Ambient Noise Level per Octave Band -dBA								
	31.5 Hz	63 Hz	125 Hz	250 Hz	500 Hz	1kHz	2kHz	4kHz	8kHz
Measured Daytime L ₉₀ Background Noise Level	20	15	25	32	34	34	32	24	17



Description	Ambient Noise Level per Octave Band -dBA								
	31.5 Hz	63 Hz	125 Hz	250 Hz	500 Hz	1kHz	2kHz	4kHz	8kHz
L₁₀ Daytime Criterion (Between 7 am and 12 midnight): At Surrounding Residences	25	20	30	37	39	39	37	29	22
Measured Night-time L ₉₀ Background Noise Level	20	11	21	26	29	29	26	19	12
L₁₀ Night-time Criterion (Between 12 midnight and 7 am): At Surrounding Residences	20	11	21	26	29	29	26	19	12

Table 4-3 Internal Criteria for Operational Noise

Description	Ambient Noise Level per Octave Band -dBA								
	31.5 Hz	63 Hz	125 Hz	250 Hz	500 Hz	1kHz	2kHz	4kHz	8kHz
Inaudibility Criterion L90 – 10dB (Between 12 midnight and 7 am): Inside Residences	20	11	6	3	1	2	0	-4	12

4.5.2 NPfl - Project Specific Trigger Noise Levels

Having defined the area type, the processed results of the unattended noise monitoring (January 2026) have been used to determine the Project Trigger Noise Levels (PTNL). The intrusive and amenity criteria for nearby residential premises are presented in Table 4-4. The bold noise level figures in the Intrusive and Amenity column denote the established PTNL for the proposed development.

4.5.3 NPfl - Project Specific Trigger Noise Levels

Table 4-4 Operational Project Trigger Noise Levels

Receiver	Time of Day	ANL ¹ L _{Aeq}	Measured		Project Trigger Noise Levels	
			RBL ² L _{A90} (15min)	Existing L _{Aeq} (Period)	Intrusive L _{Aeq} (15min)	Amenity L _{Aeq} (15min)
Residential	Day	55	42	52	48	53
	Evening	45	43	54	46	43
	Night	40	35	45	40	38
Commercial	All	65	-	-		63

Note 1: ANL = "Amenity Noise Level" for residences in Suburban Areas.

Note 2: RBL = "Rating Background Level".

5 NOISE IMPACT ASSESSMENT

5.1 Noise Sources

5.1.1 Typical Patron Vocal Levels

The following sections summarise the results of patron and music noise assessment and predicted levels at nearby receivers as a result of the operation of the extension of hours

Calculations of the amount of noise transmitted to these receivers from the proposed licensed venue have been based on voice levels as referenced in the AAAC Licensed Premises Noise Assessment Technical Guide V2.0. This document provides voice spectrums in different vocal efforts at 1-metre from the talker on axis of the mouth. The spectrum is given in the table below.

Table 5-1 Speech Spectrums - AAAC Licensed Premises Noise Assessment Technical Guide V2.0.

Type	Lzeq at 1m (dB) Octave Band Centre Frequency (Hz)							Overall dB(A)
	125	250	500	1 k	2 k	4 k	8 k	
Male (Normal)	47	56	58	52	48	44	39	58
Male (Raised)	56	63	65	62	57	52	46	66
Male (Loud)	59	67	73	72	67	62	53	76

5.1.2 Patron Sound Power Levels

The following worst-case operational scenarios have been assumed for our assessment:

- Only 50% of all patrons per room will be talking at any given time, this is assuming that 1 person will be talking, and 1 person will be listening.

The spectra have been scaled based upon the overall number of patrons expected to be in the respective areas at any given time.

Table 5-2 Sound Power Levels of People talking with Normal and Raised Voices - Lw – dB

Scenario	Resultant Sound Power Level per Octave Band (dB)							
	63Hz	125Hz	250Hz	500Hz	1kHz	2kHz	4kHz	8kHz
216 Patrons – 108 with Normal Vocal in Level 1 Gaming Room	-	78	87	89	83	79	75	70
50 Patrons - 25 Patrons with Raised Voice in Snooker/Table Tennis Rooms	-	81	88	90	87	82	77	71
100 Patrons - 50 Patrons with Raised Voice – Level 1 Lounge Area	-	84	91	93	90	85	80	74

Scenario	Resultant Sound Power Level per Octave Band (dB)							
	63Hz	125Hz	250Hz	500Hz	1kHz	2kHz	4kHz	8kHz
578 Patrons - 289 Patrons with Normal Voice in Ground Floor Gaming Area	-	72	81	83	77	73	69	64
100 Patrons - 50 Patrons with Raised Voice in Ground Floor Courtyard Lounge	-	84	91	93	90	85	80	74

It is generally agreed that the human voice is not capable of producing noise at 32 Hz and 63Hz octave bands at significant amplitudes. It is also very likely that even if noise emission in this low frequency octave bands exceeds the noise criterion; it will be very close to, if not below, the human threshold of hearing at the receivers.

Appropriate sound power levels conversations have been made for the varying distribution number of patrons.

5.1.3 Music Sound Power Level

The background music noise level has been established to be consistent with the recommended music noise level prescribed in Section 6.3 of the Amended Noise Assessment Alterations and Additions Level 1 Gaming Lounge Hornsby RSL Club report (reference: 52.7231.R2:GA/DT/2022 Rev00) prepared by Atkins Acoustics and Associates Pty Ltd. The sound power level spectrum of typical music is shown in Table 5-3 below.

Table 5-3 Typical Sound Power Level of Typical Music - Lw – dB

Scenario	Resultant Sound Power Level per Octave Band (dB)								
	31.5Hz	63Hz	125Hz	250Hz	500Hz	1kHz	2kHz	4kHz	8kHz
Typical Background Music	56	65	73	70	65	68	66	64	57

5.1.4 Poker Machine Noise Levels

The level 1 outdoor gaming lounge will operate during the extended operating hours and is considered in the noise impact assessment. We have allowed for 107 people to use the space, with poker machines operating and background music playing.

Spectra for average maximum noise levels (L_{A10}) and energy-average noise levels (L_{Aeq}) have been measured at a similar facility and are given below in Table 5-4. The measured spectra have been scaled based upon the number of machines operating in the gambling terrace.

Table 5-4 Measured Poker Machine Noise Levels

Descriptor	Noise Level (dB) at Octave Band Centre Frequency (Hz)								
	31.5	63	125	250	500	1 k	2 k	4 k	8 k
L_{10}	67	61	53	57	58	50	57	51	32

The spectra have been scaled based upon the overall number of poker machines expected to be in the respective areas at any given time.



Table 5-5 Sound Power Levels of Poker Machines in each Area - L_w – dB

Descriptor	Resultant Sound Power Level per Octave Band (dB)								
	31.5	63	125	250	500	1 k	2 k	4 k	8 k
108 Poker Machine - Level 1 Gaming Room	98	92	84	88	89	81	88	82	63
289 Machine – Ground Floor Gaming Room	103	97	89	93	94	86	93	87	68

5.1.5 Snooker and Table Tennis Rooms

Noise measurement of the snooker and table tennis room was undertaken on the 15th January 2026. It was noted that all three table tennis tables were used and four snooker tables were used during the noise measurement. The noise measurement will be used in the noise impact prediction. The noise level of each room are presented below:

- Table Tennis Room L_{A10} 71dB(A)
- Snooker Room L_{A10} 55dB(A)

5.1.6 Mechanical Noise

A site inspection of the Hornsby RSL club was undertaken to assess the mechanical units assumed to be operating during the extension of hours. Hornsby RSL had advised that Exhaust Fans are usually turned off before 10pm and would not be used during the proposed extended hours. Hence the mechanical noise impact during the extended hours will mainly focus on the condenser units operating onsite.

Where possible, noise measurements of the mechanical equipment were undertaken. Some AC condenser units could not be measured accurately due to other fans being in operation; therefore, the model numbers were noted, and the sound power level of the unit was obtained.

Figure 5-1 presents the location of condenser units considered in this noise impact assessment. The details of the proposed Air Conditioning (AC) condenser units, the sound power level (L_w) or their measured sound pressure level (SPL) and their location are presented in Table 5-6.



Figure 5-1 Location of Condenser Units and Fans Measured Noise Levels

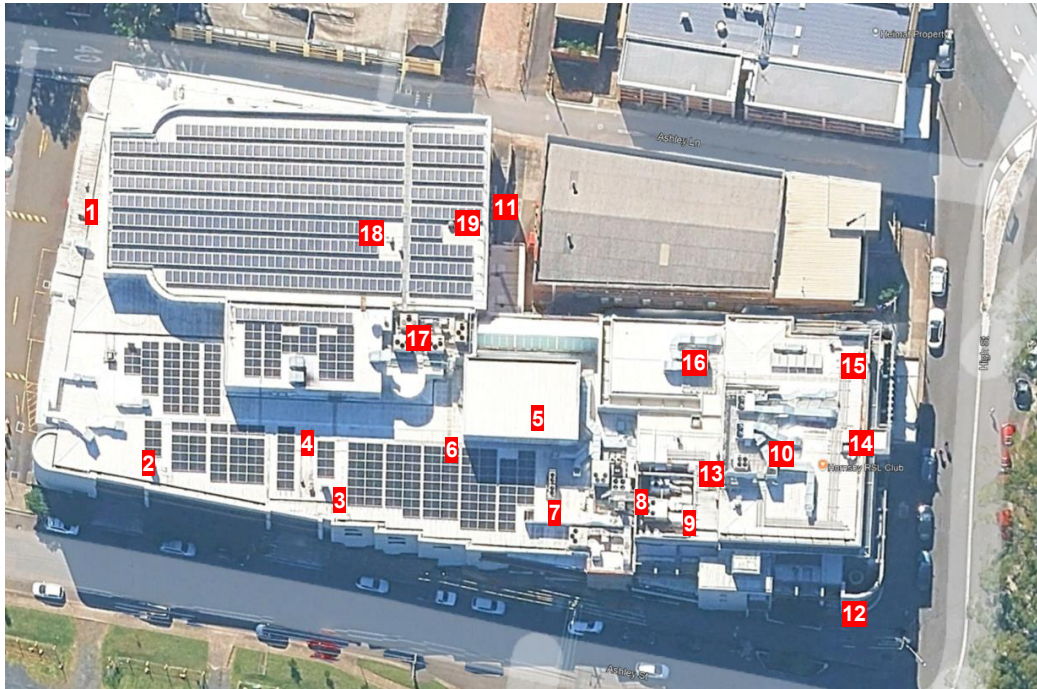


Table 5-6 AC Condenser Unit Details

Location ID	Noise Source	Lw/SPL dB(A)
1	Two Condenser Units	Lw 59dB(A) & Lw 64dB(A)
2	Condenser Unit	Lw 68dB(A)
3	Condenser Unit	Lw 71dB(A)
4	Enclosed Plant Room 1	SPL 62dB(A) inside
5	Internal Enclosed Plant Room 2	SPL 67dB(A)
6	Enclosed Plant Room 2 & Semi Enclosed Mechanical Area 1	SPL 64dB(A) @1m
7	Three Condenser Units	Two Lw 76dB(A) & One Lw 74dB(A)
8	Open Mechanical Plant Area	SPL 67dB(A) @ 1.5m
9	Partially Enclosed Mechanical Area 2	SPL 65dB(A) @ 1m
10	PAC L2.1 & L2.2	SPL 65dB(A) @ 2.5m

Location ID	Noise Source	Lw/SPL dB(A)
11	Four Condenser Units on ground level	SPL 62dB(A) @ 3m
12	Two Condenser Units on ground level	Lw 67dB(A)
13	Condenser unit and Exhaust Fan	SPL 66dB(A) @ 2m
14	Toilet Exhaust Fan	Lw 79dB(A)
15	Kitchen Exhaust Fan	Lw 77dB(A)
16	PAC-6	Lw 79dB(A)
17	HVAC Units	SPL 78dB(A) @ 2m
18	Exhaust Fan	Lw 85dB(A)
19	Two Condenser Units	Lw 68dB(A) each

5.2 Predicted Noise Impacts

5.2.1 Noise Modelling Scenarios

Table 5-7 presents the three noise prediction scenarios considered in this noise assessment. The predictions are assumed to be within a 15-minute assessment period. The scenarios were prepared to address the worst-case scenarios.

Table 5-7 Noise Prediction Scenarios

Scenario	Period	Scenario Description within a 15-minute period	Noise Standard/ Guideline
1	Nighttime Activities – midnight to 7am	Patrons within the Ground floor gaming and lounge room, snooker and table tennis area, Level 1 Gaming Area. Music is played in each area.	LG
2A	Nighttime – 10:00pm to 7:00am	Mechanical units outlined in Table 5-6 are operating, and 5 vehicles departing the western carpark area and 10 vehicles departing the northern car park.	NPfi
2B		Same as scenario 2A but the L_{Amax} sleep disturbance noise is assessed.	NPfi

5.2.2 Noise Prediction Assumptions

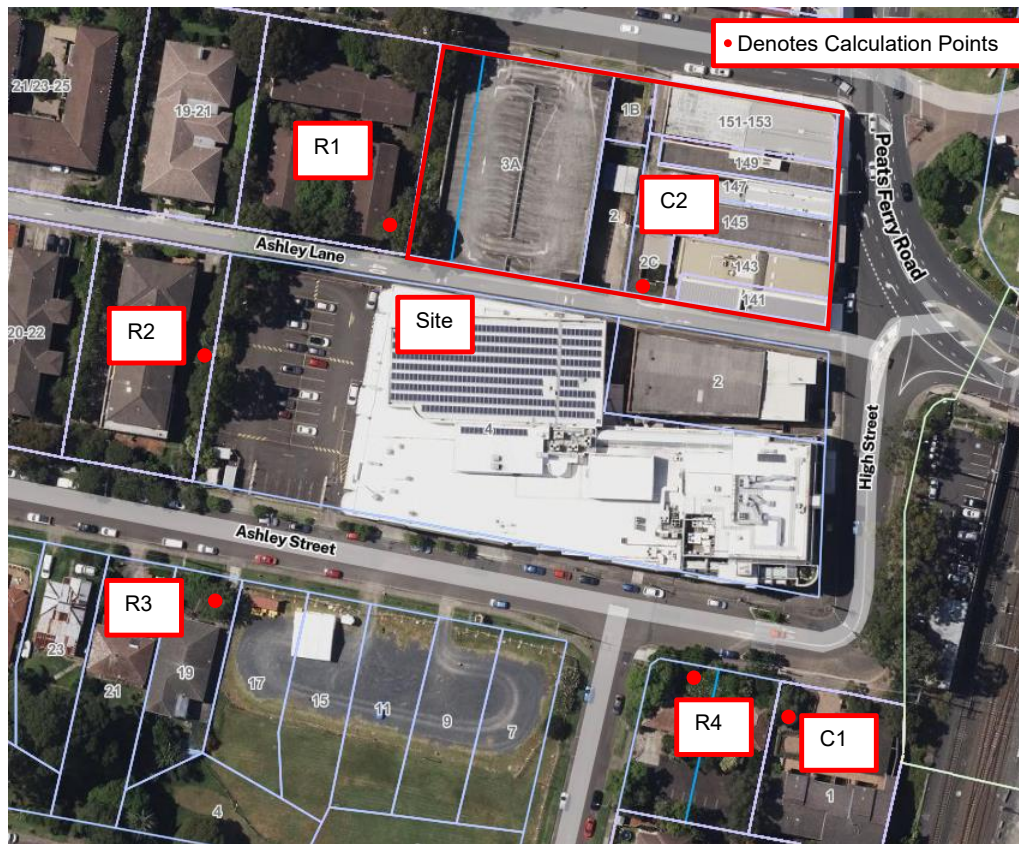
Noise modelling to assess the worst-case operational scenarios was undertaken. The following points have been assumed for our assessment (including noise control measures):

- Heights of receivers are assumed to be 1.5 m above their respective floor level.
- The number of patrons is as presented in Table 5-2.
- The assumed number of poker machines are presented in Table 5-5.
- No new mechanical plant items will be installed.
- The window surface area size of a residential receiver bedroom is assumed to be 3m². The internal noise impact prediction is assumed to be inside a residential bedroom.
- The carpark noise consists of the following noise sources:
 - The L_w of a vehicle engine start is 83dB(A).
 - The L_w of a car door slam is 88dB(A). The L_{Amax} sound power level of car door slam is 96dBA, which is used in the sleep disturbance noise assessment.
 - The L_w vehicle movement is 84dB(A).
- The number of vehicles in the noise prediction are loosely based on a traffic count of the Hornsby RSL carpark taken between 2nd June and 14th July 2025. The carpark count was provided to RSA on the 16th July 2025, with 15-minute interval counts. It was noted between 2:00am and 4:00am the maximum vehicle number using the carpark typically ranged between 0 to 1 vehicle, with a maximum of three vehicles on the 9th June 2025. RSA has taken a conservative approach and has assumed five vehicles in the western carpark and 10 vehicles in the northern carpark within a 15-minute period during the extended hours of operation.
- Noise control outlined in Section 6 such as managing music noise levels, applying acoustic absorption to the partially enclosed carpark and restricting the open carpark area (vehicles arriving, parking and departing) during the proposed extended hours have been included in the noise impact predictions.
- Resulting noise levels have been calculated to the calculation point as indicated in the figure below.

The following figure shows the proposed development in relation to the most affected receivers.



Figure 5-2 Affected Receiver Locations



The site is surrounded by commercial tenancies to the south-east and north and residential premises to the north, west, south-west and south-east. Table 5-8 shows the address of each affected receiver.

Table 5-8 Sensitive Receivers

Receiver	Number of Levels	Sensitive Receiver's Address
R1	4	11 William Street, Hornsby
R2	3	18 Ashley Street, Hornsby
R3	1	19 Ashley Street, Hornsby
R4	1	3 Ashley Street Hornsby



Receiver	Number of Levels	Sensitive Receiver's Address
C1	3	1 Ashley Street, Hornsby
C2	1	141, 143, 145, 147, 149, 151-153 Peats Ferry Road, 2 Ashley Lane, 1-5 William Street, Hornsby

The vacant lots located at 7, 9, 11, 15 and 17 Ashley Street and 2 High Street (War Memorial Hall) are owned by the RSL club.

Figure 5-3 Scenario 2 Noise Modelling Layout





5.3 Predicted Noise Levels

5.3.1 Scenario 1 Noise Results

The following table shows the predicted noise level results for the residential receivers. Table 5-9 to Table 5-11 present the Scenario 1 noise impact results at the surrounding receiver locations. Table 5-9 presents the external noise impact results, Table 5-10 presents the internal noise impact results at the nearby residential locations and Table 5-11 presents the external noise impact results at the nearest commercial receiver locations.

Table 5-9 Scenario 1 Predicted External Noise Impact Levels - Residential Receivers Night-time

Receivers	Resultant Sound Pressure Level per Octave Band - dBA								
	31.5 Hz	63Hz	125Hz	250Hz	500Hz	1kHz	2kHz	4kHz	8kHz
Night-time Assessment (12:00am to 7:00am)									
L_{A10} Noise Level									
R1	-4	2	5	16	19	14	12	1	-20
R2	-8	-4	-3	9	12	7	5	-4	-27
R3	-7	-2	-1	9	13	9	6	-3	-26
R4	0	4	7	17	21	18	18	11	-5
Night-time Criteria	20	11	21	26	29	29	26	19	12
Exceedance R1	-	-	-	-	-	-	-	-	-
Exceedance R2	-	-	-	-	-	-	-	-	-
Exceedance R3	-	-	-	-	-	-	-	-	-
Exceedance R4	-	-	-	-	-	-	-	-	-

Table 5-10 Scenario 1 Predicted Internal Noise Impact Levels - Residential Receivers Night-time

Receivers	Resultant Sound Pressure Level per Octave Band - dBA								
	31.5 Hz	63Hz	125Hz	250Hz	500Hz	1kHz	2kHz	4kHz	8kHz
Night-time Assessment (12:00am to 7:00am)									
L_{A10} Noise Level									
R1	-7	-13	-13	-1	0	-9	-12	-25	-48
R2	-15	-20	-20	-8	-7	-15	-19	-31	-55
R3	-14	-18	-18	-8	-6	-13	-17	-30	-54
R4	-7	-11	-12	-5	-13	-21	-17	-19	-39
Threshold Hearing (Inaudibility)	20	11	6	3	1	2	0	-4	12
Exceedance R1	-	-	-	-	-	-	-	-	-
Exceedance R2	-	-	-	-	-	-	-	-	-
Exceedance R3	-	-	-	-	-	-	-	-	-
Exceedance R3	-	-	-	-	-	-	-	-	-

Table 5-11 Scenario 1 Predicted Noise Impact Levels at Nearby Commercial Receivers

Receiver	Calculated Noise Level	Criteria	Compliance
C1	28	63	Yes
C2	43	63	Yes

5.3.2 Scenario 2 Noise Results

Scenario 2A and 2B (operational noise during the night) noise emissions at the identified nearby receivers are presented in Table 5-12 and Table 5-13. Table 5-12 (Scenario 1A) presents the continuous noise impact level (L_{Aeq}) and Table 5-13 Scenario 1B results present the instantaneous noise impact (L_{Amax}) results.

Table 5-12 Scenario 2A - Predicted Noise Impact Levels (Night Period)

Receiver	Period	Calculated Noise Level L_{Aeq}	Criteria	Compliance
R1	Night	34	38	Yes
R2	Night	31	38	Yes
R3	Night	33	38	Yes
R4	Night	38	38	Yes
C1	Night	37	63	Yes
C2	Night	50	63	Yes

Table 5-13 Scenario 2B – Car Park Noise and Mechanical noise (Sleep Disturbance Noise Assessment)

Receiver	Period	Calculated Noise Level L_{Amax}	Screening Criteria	Compliance
R1	Night	46	52	Yes
R2	Night	50	52	Yes
R3	Night	47	52	Yes
R4	Night	41	52	Yes

Provided the noise control measures and management plan outlined in Section 6.3 are implemented, the noise from vehicle noise from the premises is predicted to achieve the sleep disturbance criterion.

6 RECOMMENDATIONS

The noise emissions from the proposed extension of hours have the potential to comply with the required criteria with the implementations of the following recommendations:

6.1 Level 1 Gaming Lounge

Noise management of the Level 1 Gaming Lounge should adhere to the recommendations outlined in Section 6.3 of the Amended Noise Assessment Alterations and Additions Level 1 Gaming Lounge Hornsby RSL Club report (reference: 52.7231.R2:GA/DT/2022 Rev00) prepared by Atkins Acoustics and Associates Pty Ltd. They include:

- *Ceiling speakers servicing the Gaming Lounge to be restricted to 'background music' and limited to a sound pressure level of 65dBA @1.5m above floor.*
- *Internal service announcements limited to exceed a sound pressure level of 75dBA @1.5m above floor, and*
- *Amplified announcement systems installed and operated not to give rise to audible noise inside residential dwellings.*

6.2 Outdoor Area Restrictions

The Level 1 outdoor areas on the along Ashley Street should be closed between midnight and 7:00am. In addition to this, all glazing façade on the eastern and southern side of the Hornsby RSL should be closed after midnight.

6.3 Western Car Parking Area

The following noise control and management strategies for the western parking area should be implemented:

- Ensure patrons leave the premises in a quiet manner, this includes not raising voices and ensure vehicles do not emit excessive noise (i.e. revving of engine or leaving cars idling for long period of time) on the premises. This should be managed by staff members.
- Signs should be posted in the partially enclosed carpark area outlining 'Please keep noise to a minimum. Be mindful of nearby residents.'
- The open carpark area should not be used during the proposed extended hours, this includes vehicles entering, parking and departing.
- Carpark ceiling should be fitted with absorption material/panels with a Noise Reduction Coefficient (NRC) of 0.7 to absorb noise emission from the carpark. Absorption such as 25/38mm Envirospay 300 or Pyrotek Sorberpoly 2D GC 25mm. Before installing acoustic absorption to the ceiling, the selected acoustic absorption should be reviewed by an acoustic consultant.



Figure 6-1 Carpark Noise Control Plan during proposed extended hours

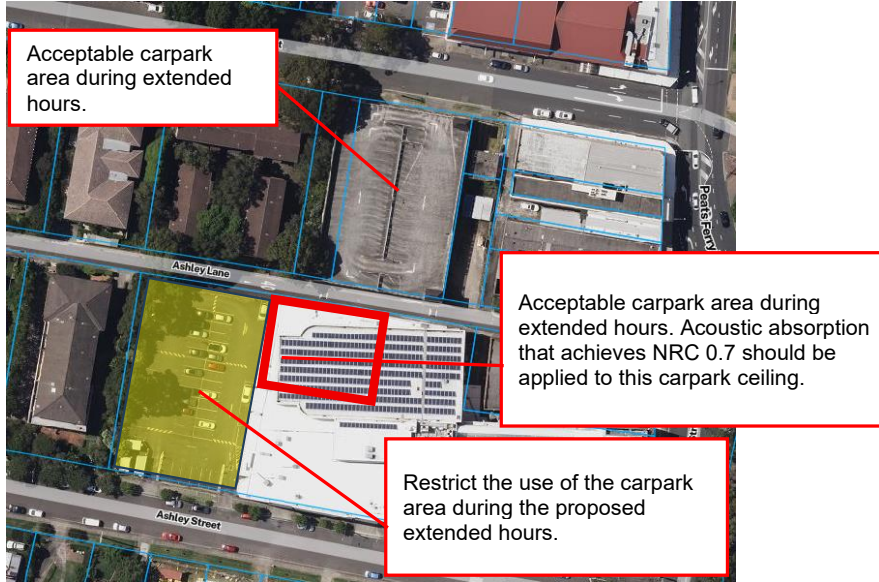


Figure 6-2 Acoustic absorption (NRC 0.7) to be applied to Carpark ceiling





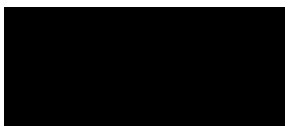
7 CONCLUSION

A noise impact assessment has been conducted in relation to the for the proposed extension of operation of the Hornsby RSL Club located at 4 High Street, Hornsby.

This assessment has been conducted, and the appropriate noise emissions criteria have been established in accordance with the Council of the Shire of Hornsby, Liquor & Gaming NSW noise guidelines and Noise Policy for Industry.

This report shows compliance with the specific noise criteria has been achieved. The acoustic treatment and noise mitigation measures presented in this report will need to be implemented in order to achieve compliance with the specific noise criteria.

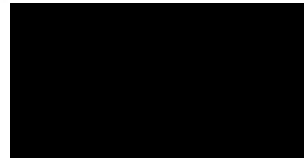
Prepared by:



Brian Mendieta

Senior Acoustic Consultant

Approved by:



Desmond Raymond

Director

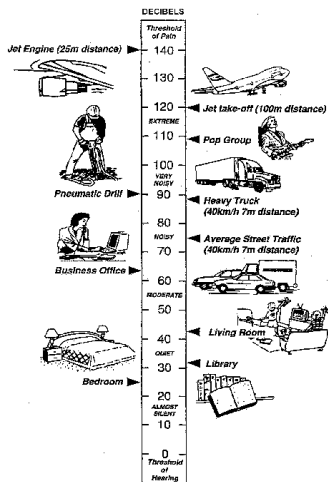
Appendix A – Acoustic Terminology

A-weighted sound pressure	The human ear is not equally sensitive to sound at different frequencies. People are more sensitive to sound in the range of 1 to 4 kHz (1000 – 4000 vibrations per second) and less sensitive to lower and higher frequency sound. During noise measurement an electronic ' <i>A-weighting</i> ' frequency filter is applied to the measured sound level <i>dB(A)</i> to account for these sensitivities. Other frequency weightings (B, C and D) are less commonly used. Sound measured without a filter is denoted as linear weighted dB(linear).
Ambient noise	The total noise in a given situation, inclusive of all noise source contributions in the near and far field.
Community annoyance	Includes noise annoyance due to: character of the noise (e.g. sound pressure level, tonality, impulsiveness, low-frequency content) character of the environment (e.g. very quiet suburban, suburban, urban, near industry) miscellaneous circumstances (e.g. noise avoidance possibilities, cognitive noise, unpleasant associations) human activity being interrupted (e.g. sleep, communicating, reading, working, listening to radio/TV, recreation).
Compliance	The process of checking that source noise levels meet with the noise limits in a statutory context.
Cumulative noise level	The total level of noise from all sources.
Extraneous noise	Noise resulting from activities that are not typical to the area. Atypical activities may include construction, and traffic generated by holiday periods and by special events such as concerts or sporting events. Normal daily traffic is not considered to be extraneous.
Feasible and reasonable measures	Feasibility relates to engineering considerations and what is practical to build; reasonableness relates to the application of judgement in arriving at a decision, taking into account the following factors: Noise mitigation benefits (amount of noise reduction provided, number of people protected). Cost of mitigation (cost of mitigation versus benefit provided). Community views (aesthetic impacts and community wishes). Noise levels for affected land uses (existing and future levels, and changes in noise levels).
Impulsiveness	Impulsive noise is noise with a high peak of short duration or a sequence of these peaks. Impulsive noise is also considered annoying.



Low frequency	Noise containing major components in the low-frequency range (20 to 250 Hz) of the frequency spectrum.
Noise criteria	The general set of non-mandatory noise levels for protecting against intrusive noise (for example, background noise plus 5 dB) and loss of amenity (e.g. noise levels for various land use).
Noise level (goal)	A noise level that should be adopted for planning purposes as the highest acceptable noise level for the specific area, land use and time of day.
Noise limits	Enforceable noise levels that appear in conditions on consents and licences. The noise limits are based on achievable noise levels, which the proponent has predicted can be met during the environmental assessment. Exceedance of the noise limits can result in the requirement for either the development of noise management plans or legal action.
Performance-based goals	Goals specified in terms of the outcomes/performance to be achieved, but not in terms of the means of achieving them.
Rating Background Level (RBL)	Rating background noise level (RBL) – the overall single-figure background level representing each assessment period (day/evening/night) over the whole monitoring period (as opposed to over each 24-hour period used for the assessment background level). The rating background level is the median L_{A90} noise level measured over all day, evening and night time monitoring periods
Receptor	The noise-sensitive land use at which noise from a development can be heard.
Sleep disturbance	Awakenings and disturbance of sleep stages.
Sound and decibels (dB)	Sound (or noise) is caused by minute changes in atmospheric pressure that are detected by the human ear. The ratio between the quietest noise audible and that which should cause permanent hearing damage is a million times the change in sound pressure. To simplify this range the sound pressures are logarithmically converted to decibels from a reference level of 2×10^{-5} Pa.

The picture below indicates typical noise levels from common noise sources.





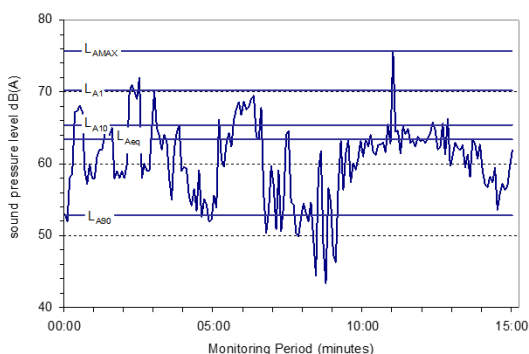
dB is the abbreviation for decibel – a unit of sound measurement. It is equivalent to 10 times the logarithm (to base 10) of the ratio of a given sound pressure to a reference pressure.

Sound power Level (SWL) The sound power level of a noise source is the sound energy emitted by the source. Notated as SWL, sound power levels are typically presented in $dB(A)$.

Sound Pressure Level (SPL) The level of noise, usually expressed as SPL in $dB(A)$, as measured by a standard sound level meter with a pressure microphone. The sound pressure level in $dB(A)$ gives a close indication of the subjective loudness of the noise.

Statistic noise levels Noise levels varying over time (e.g. community noise, traffic noise, construction noise) are described in terms of the statistical exceedance level.

A hypothetical example of A weighted noise levels over a 15 minute measurement period is indicated in the following figure:



Key descriptors:

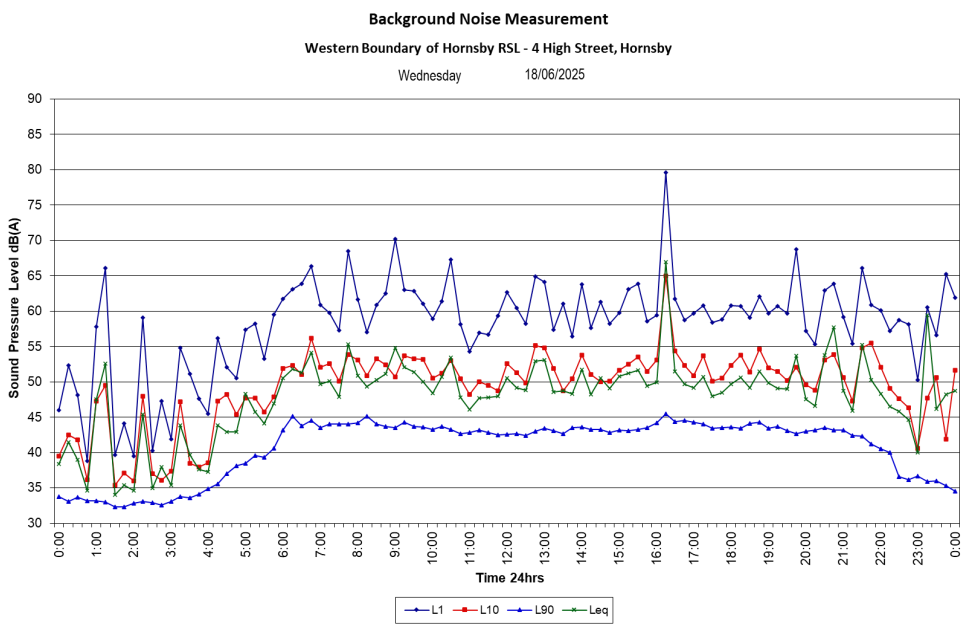
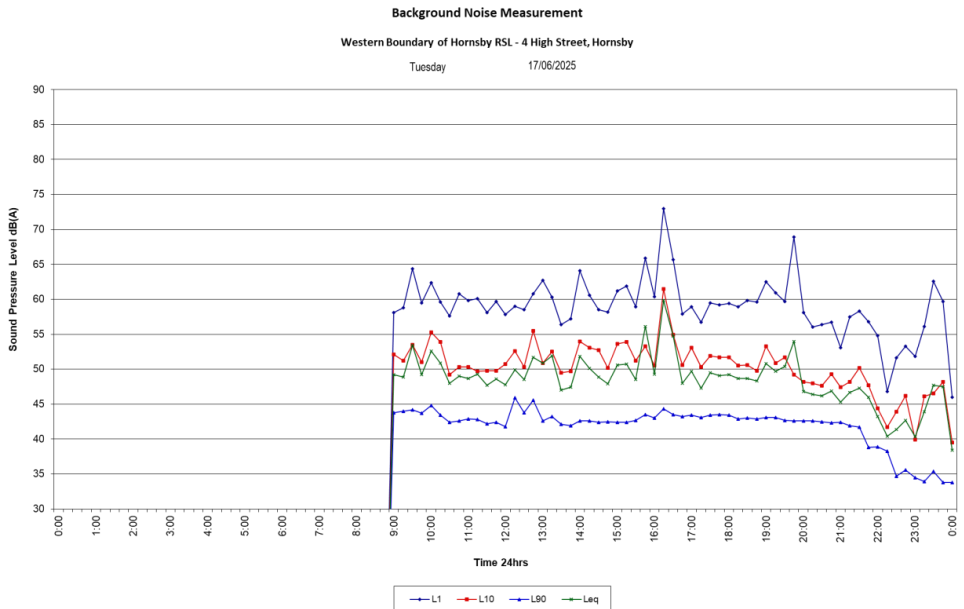
- L_{Amax}** Maximum recorded noise level.
- L_{A1}** The noise level exceeded for 1% of the 15 minute interval.
- L_{A10}** Noise level present for 10% of the 15 minute interval. Commonly referred to the average maximum noise level.
- L_{Aeq}** Equivalent continuous (energy average) A-weighted sound pressure level. It is defined as the steady sound level that contains the same amount of acoustic energy as the corresponding time-varying sound.
- L_{A90}** Noise level exceeded for 90% of time (background level). The average minimum background sound level (in the absence of the source under consideration).

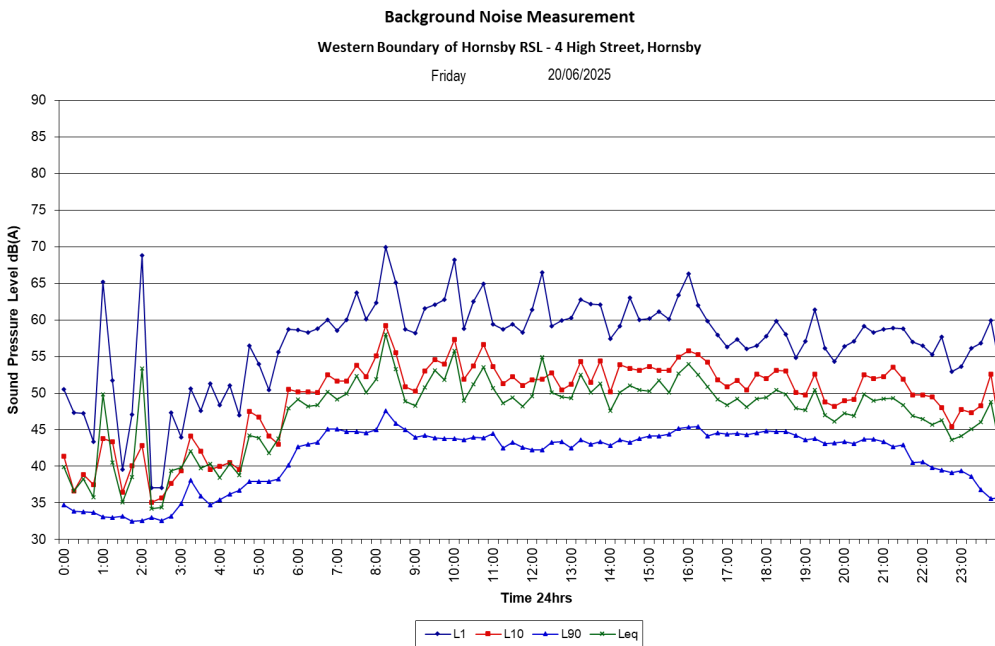
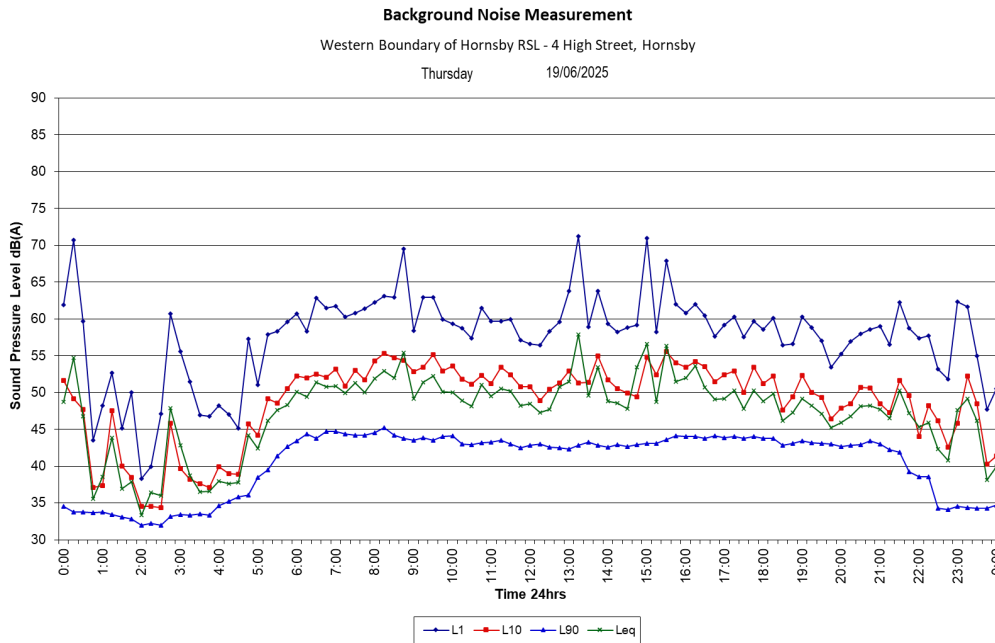
Threshold The lowest sound pressure level that produces a detectable response (in an instrument/person).

Tonality Tonal noise contains one or more prominent tones (and characterised by a distinct frequency components) and is considered more annoying. A 2 to 5 $dB(A)$ penalty is typically applied to noise sources with tonal characteristics



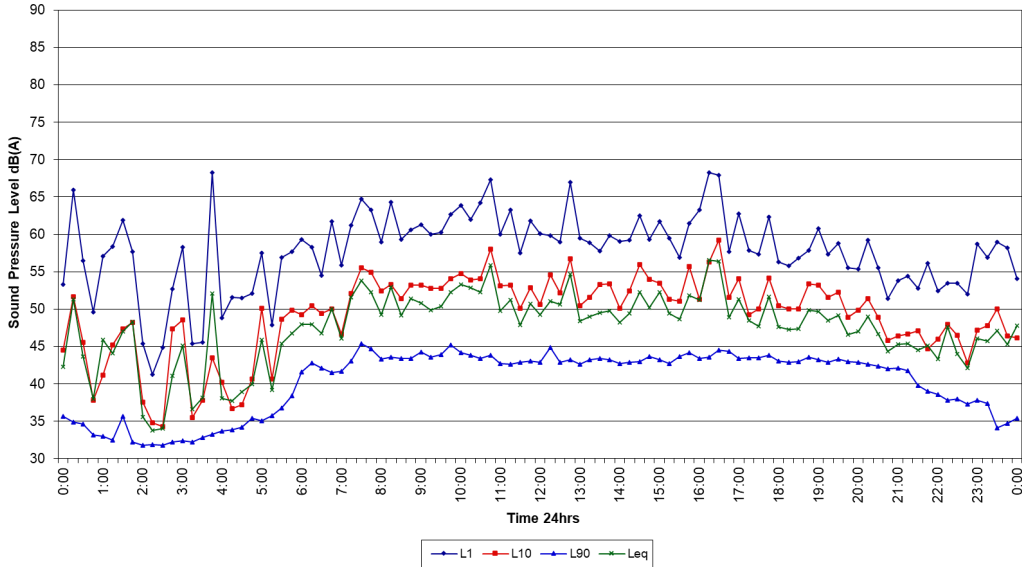
Appendix B – Logger Graphs



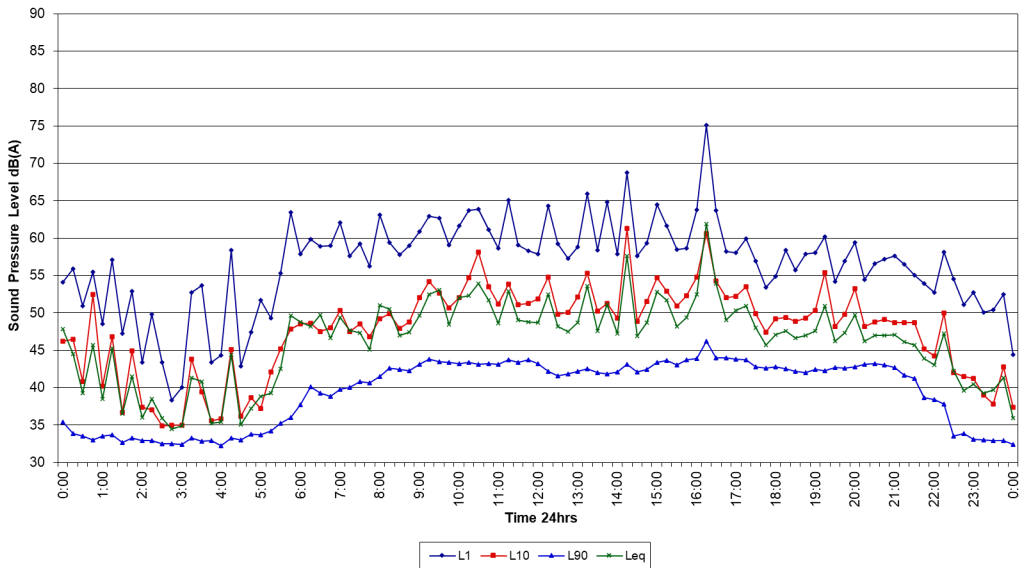




Background Noise Measurement
 Western Boundary of Hornsby RSL - 4 High Street, Hornsby
 Saturday 21/06/2025

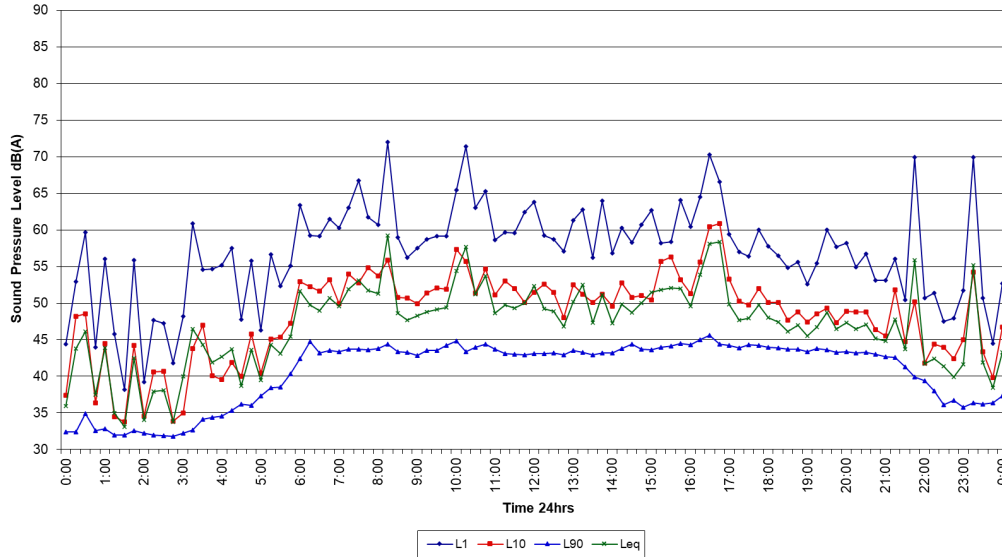


Background Noise Measurement
 Western Boundary of Hornsby RSL - 4 High Street, Hornsby
 Sunday 22/06/2025

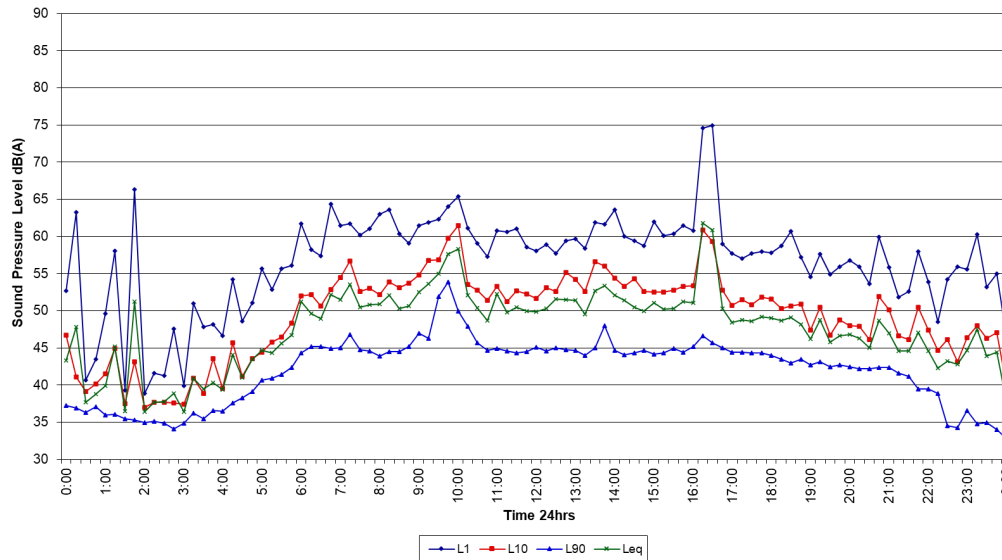




Background Noise Measurement
 Western Boundary of Hornsby RSL - 4 High Street, Hornsby
 Monday 23/06/2025

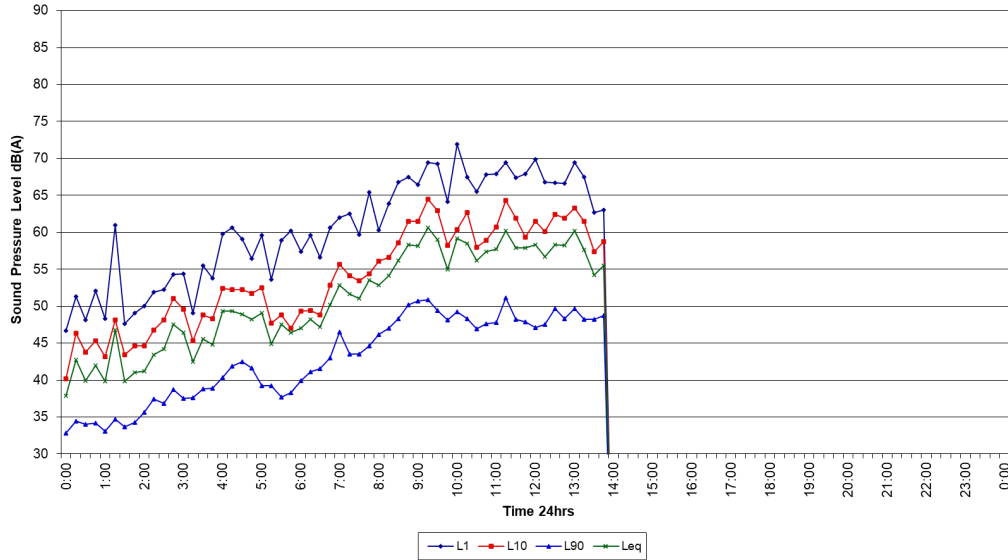


Background Noise Measurement
 Western Boundary of Hornsby RSL - 4 High Street, Hornsby
 Tuesday 24/06/2025

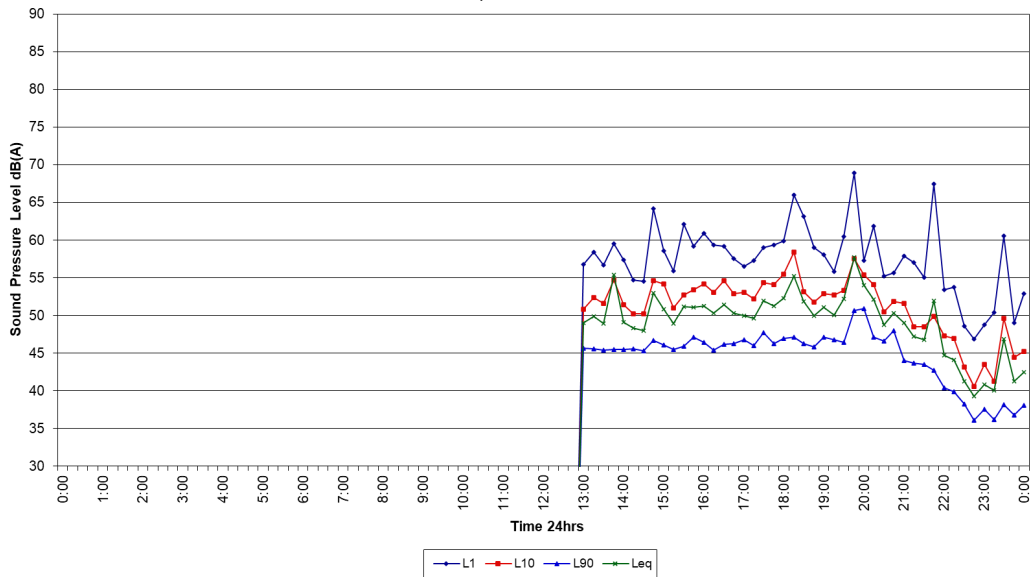




Background Noise Measurement
 Western Boundary of Hornsby RSL - 4 High Street, Hornsby
 Wednesday 25/06/2025

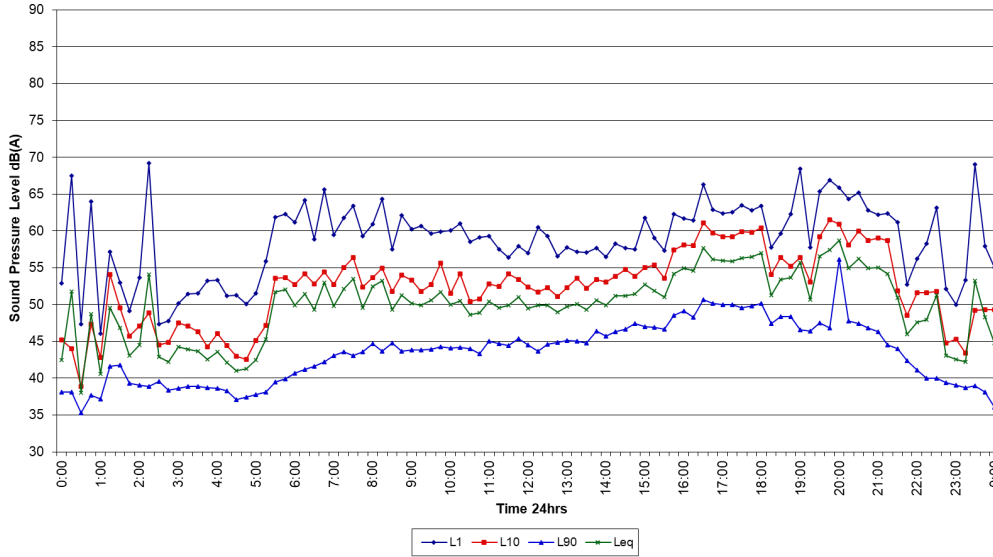


Ambient Logger
 Unit 17, 14-18 Ashley St, Hornsby
 Thursday 15/01/2026

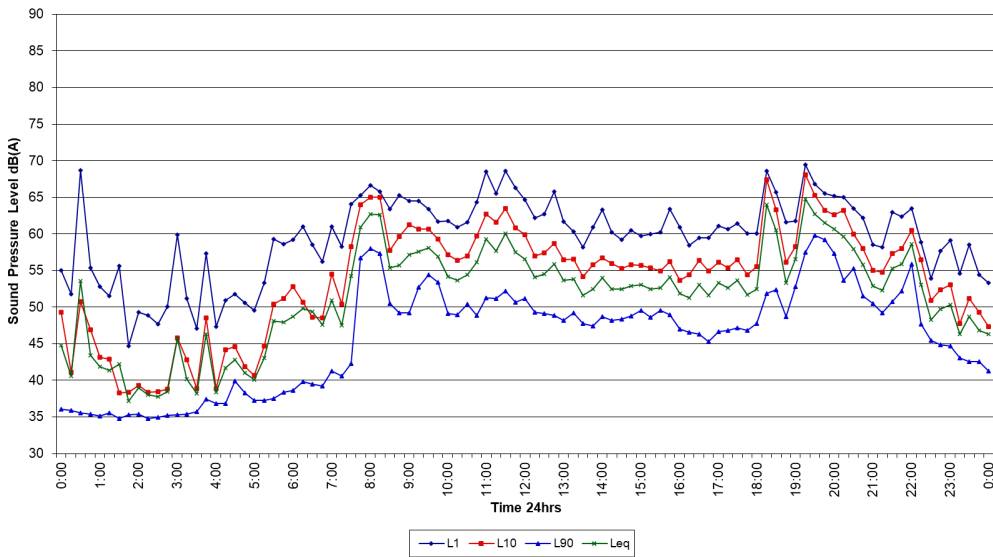




Ambient Logger
Unit 17, 14-18 Ashley St, Hornsby
Friday 16/01/2026



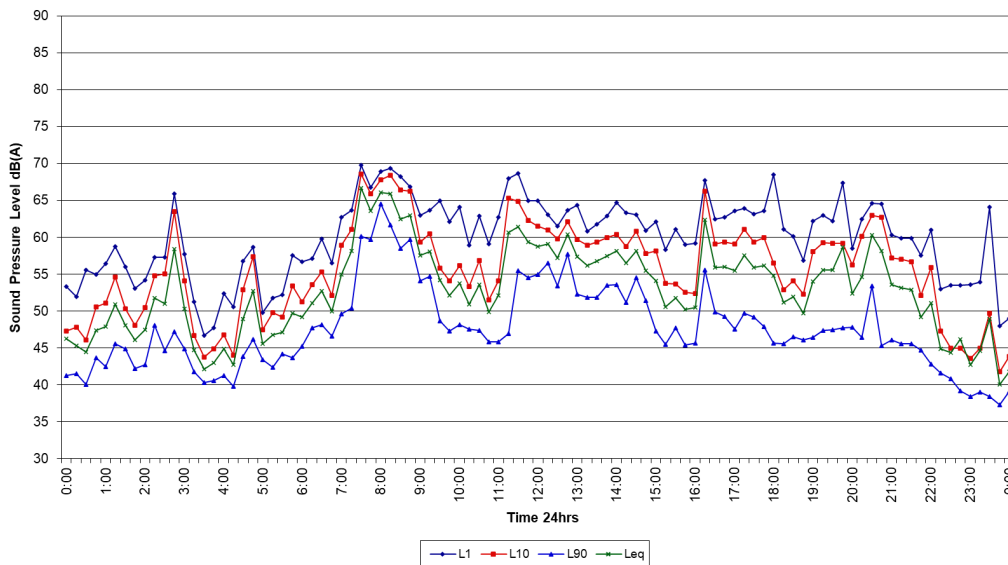
Ambient Logger
Unit 17, 14-18 Ashley St, Hornsby
Saturday 17/01/2026



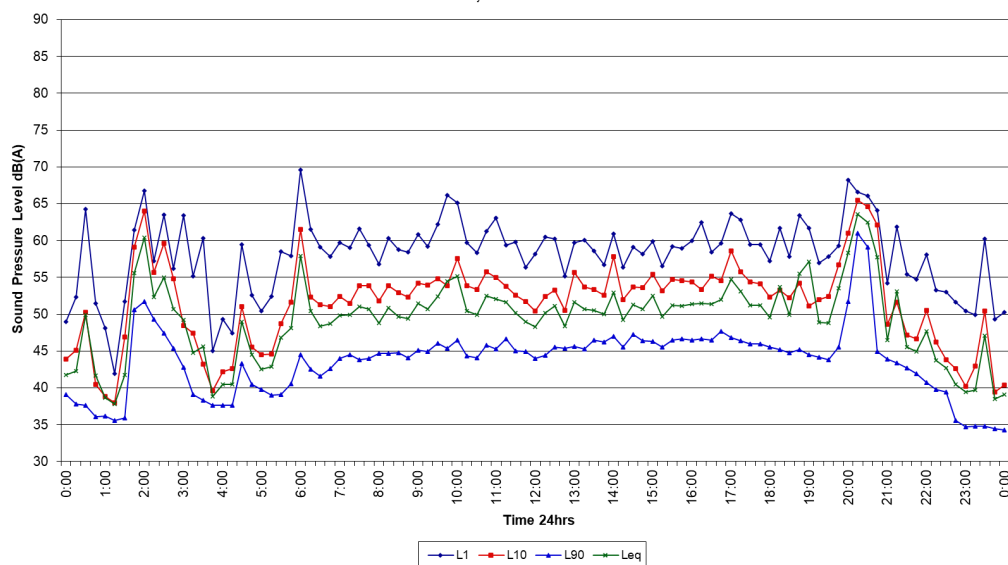


ATTACHMENT 1 - ITEM 1

Ambient Logger
Unit 17, 14-18 Ashley St, Hornsby
Sunday 18/01/2026

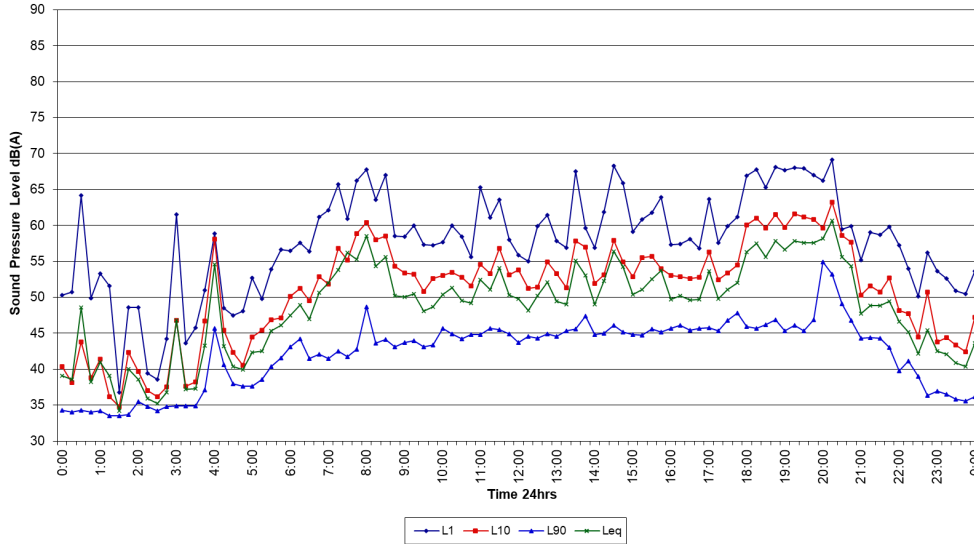


Ambient Logger
Unit 17, 14-18 Ashley St, Hornsby
Monday 19/01/2026

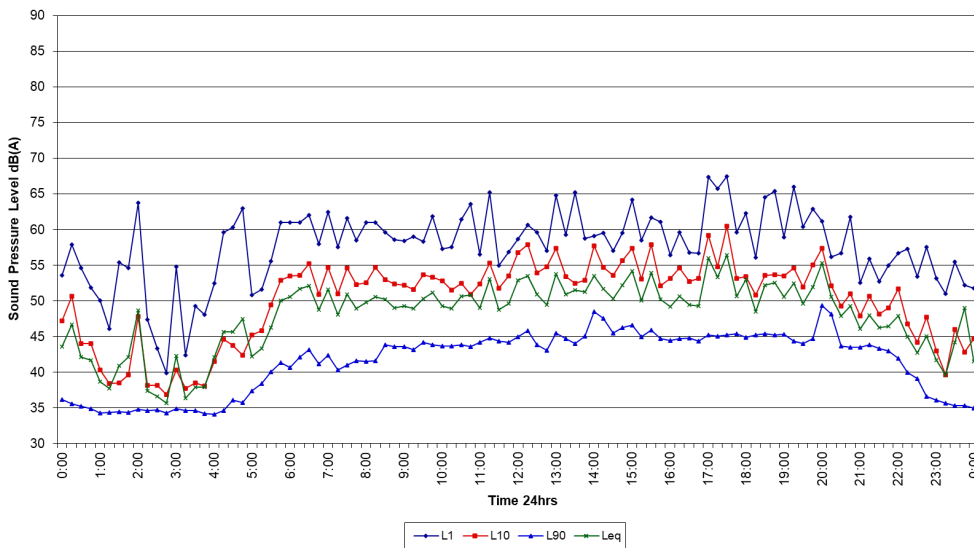




Ambient Logger
 Unit 17, 14-18 Ashley St, Hornsby
 Tuesday 20/01/2026

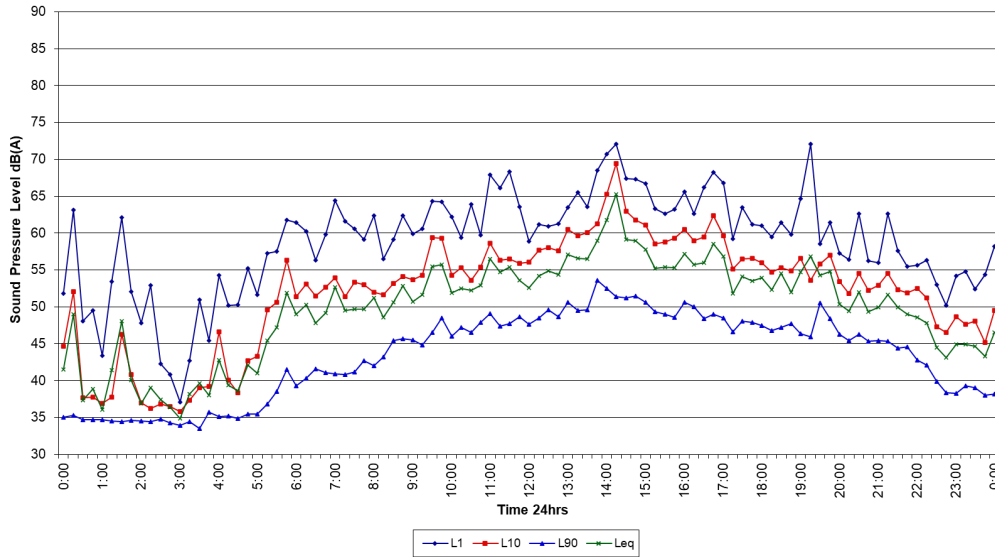


Ambient Logger
 Unit 17, 14-18 Ashley St, Hornsby
 Wednesday 21/01/2026

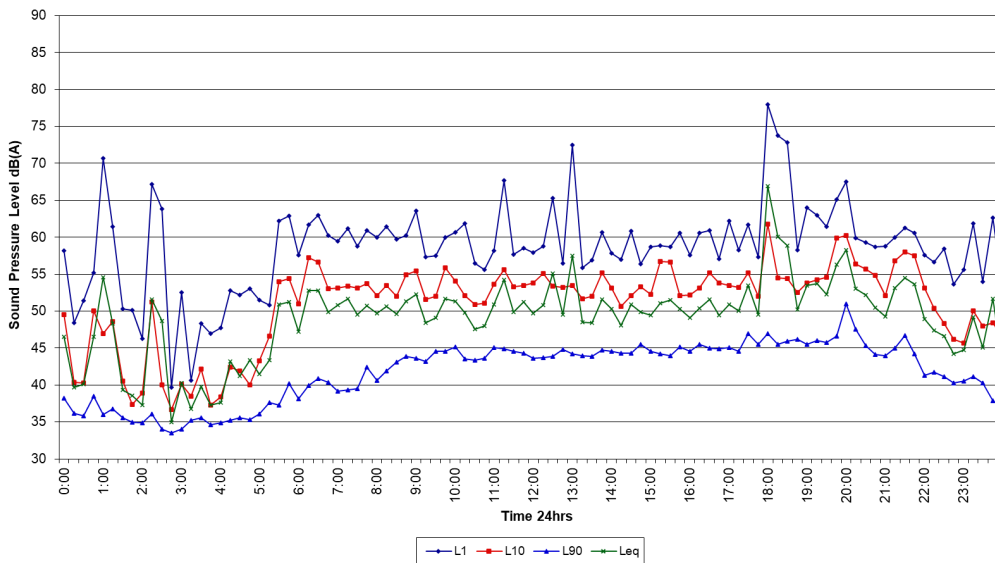




Ambient Logger
 Unit 17, 14-18 Ashley St, Hornsby
 Thursday 22/01/2026

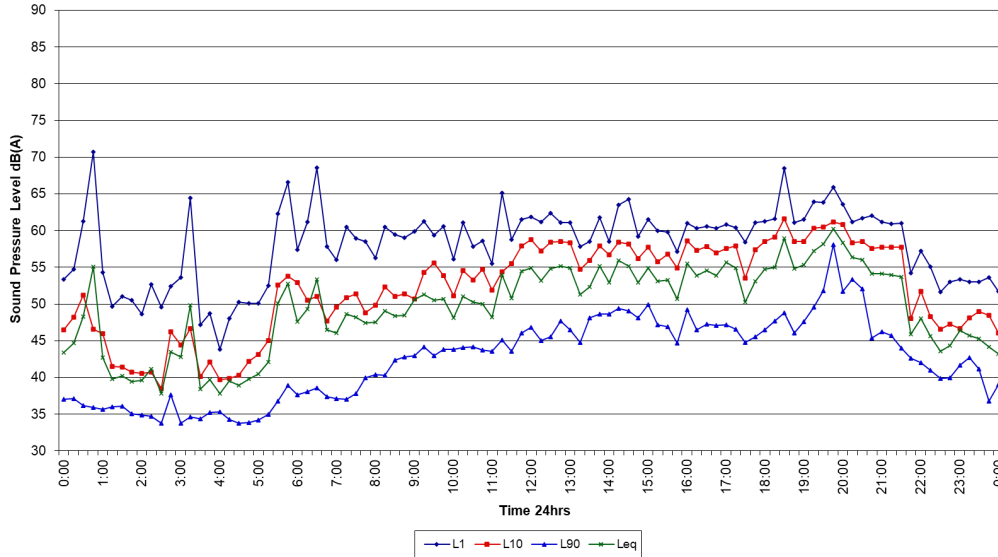


Ambient Logger
 Unit 17, 14-18 Ashley St, Hornsby
 Friday 23/01/2026

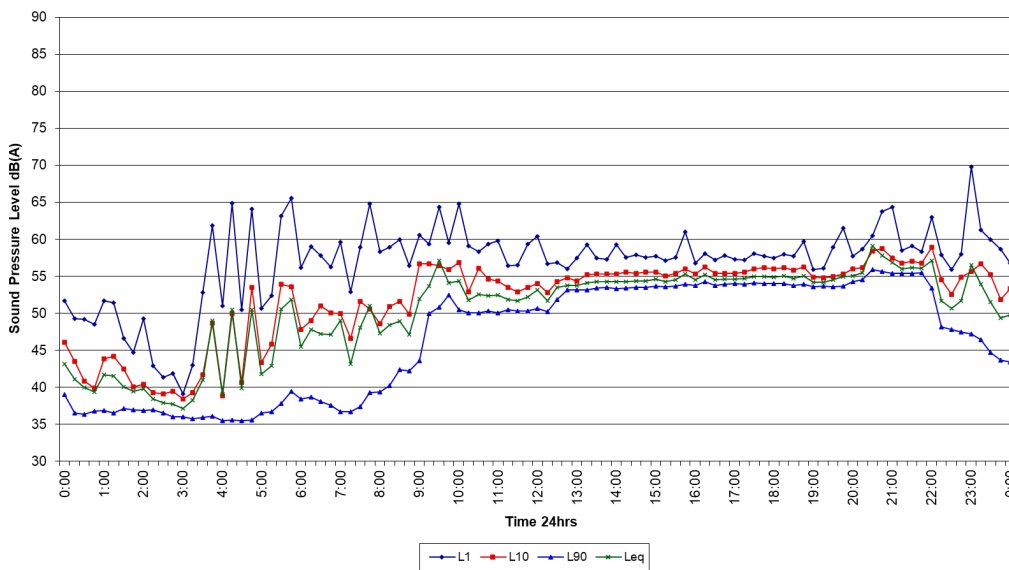




Ambient Logger
Unit 17, 14-18 Ashley St, Hornsby
Saturday 24/01/2026

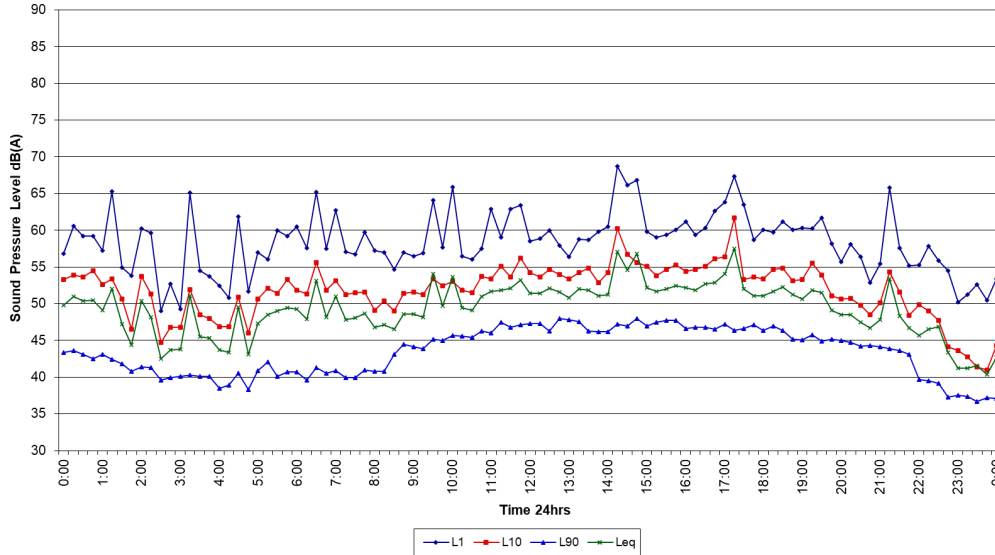


Ambient Logger
Unit 17, 14-18 Ashley St, Hornsby
Sunday 25/01/2026

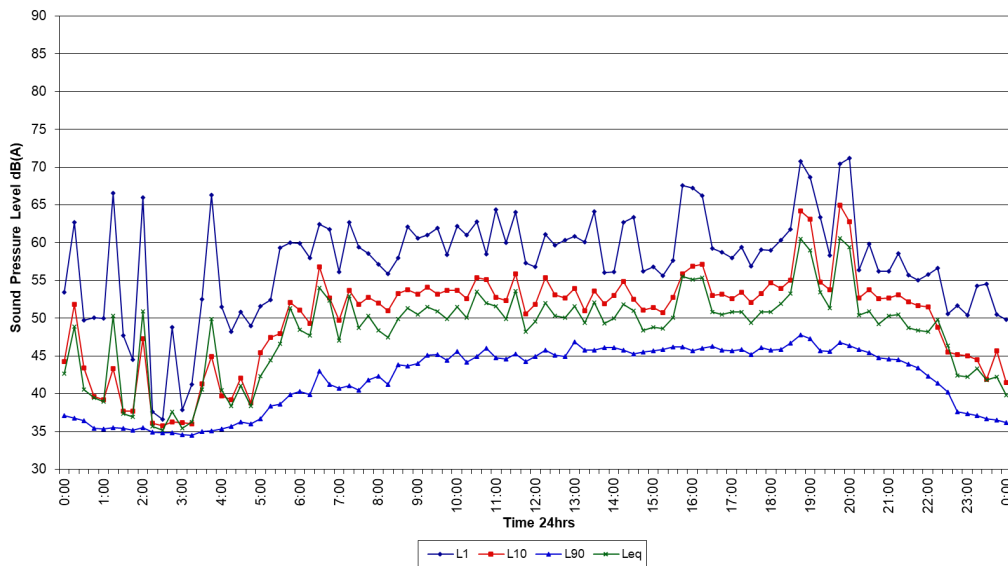




Ambient Logger
 Unit 17, 14-18 Ashley St, Hornsby
 Monday 26/01/2026

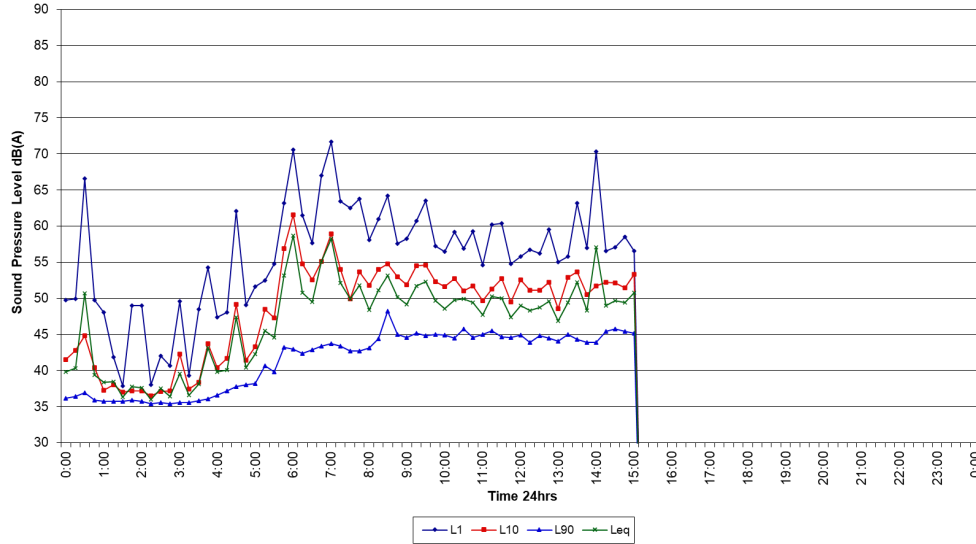


Ambient Logger
 Unit 17, 14-18 Ashley St, Hornsby
 Tuesday 27/01/2026





Ambient Logger
Unit 17, 14-18 Ashley St, Hornsby
Wednesday 28/01/2026





Appendix C – January 2026 Noise Monitoring Location



ATTACHMENT 1 - ITEM 1



Appendix D – Calibration Certificate



Octave Band Filter
IEC 61260-3:2016
Calibration Certificate

Calibration Number C24756

Client Details Rodney Stevens Acoustics
PO Box 522
Wahroonga NSW, 2076

Filter Model Number : Rion NL-43EX
Filter Serial Number : N/A
Instrument Serial Number : 00441419
Microphone Serial Number : 206889
Pre-amplifier Serial Number : 34177
Firmware Version : v1.02

Atmospheric Conditions
Ambient Temperature : 21.8 °C
Relative Humidity : 57.5 %
Barometric Pressure : 101.43 kPa

Calibration Technician : Peter Elters
Calibration Date : 15 Oct 2024
Secondary Check: Cooper Sallway
Report Issue Date : 16 Oct 2024

Approved Signatory :  Ken Williams

Clause and Characteristic Tested	Result	Clause and Characteristic Tested	Result
Midband Relative Attenuation (Clause 10)	Pass	Operating Range Lower Limit (Clause 12)	Pass
Linearity, Range and Overload (Clause 11)	Pass	Relative Attenuation (Clause 13)	Pass

The filter submitted for testing successfully completed the periodic tests of IEC 61260-3, for the environmental conditions under which the tests were performed. However, no general statement or conclusion can be made about conformance of the filter to the full specifications of IEC 61260-1:2014 because (a) evidence was not publicly available from an independent testing organization responsible for pattern approvals, to demonstrate that the model of filter fully conformed to the class 2 specifications in IEC 61260-1:2014 and (b) because the periodic tests of IEC 61260-3 cover only a limited subset of the specifications in IEC 61260-1:2014.

Electrical Tests	Uncertainties of Measurement - Environmental Conditions
-3 dB < ΔA(f) ≤ 40 dB ±0.12 dB	Temperature ±0.1 °C
40 dB < ΔA(f) ≤ 120 dB ±0.2 dB	Relative Humidity ±1.9 %
	Barometric Pressure ±0.11 kPa

All uncertainties are derived at the 95% confidence level with a coverage factor of 2.

This calibration certificate is to be read in conjunction with the calibration test report.



Acoustic Research Labs Pty Ltd is NATA Accredited Laboratory Number 14172. Accredited for compliance with ISO/IEC 17025 - Calibration.

The results of the tests, calibrations and/or measurements included in this document are traceable to SI units.

NATA is a signatory to the ILAC Mutual Recognition Arrangement for the mutual recognition of the equivalence of testing, medical testing, calibration and inspection reports.

PAGE 1 OF 1



ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

PLAN OF MANAGEMENT

4 HIGH STREET, HORNSBY NSW 2077

FEBRAURY 2026 | 252159.4P





DESIGN COLLABORATIVE Pty Limited

ABN 36 002 126 954
ACN 002 126 954

Town Planning and Liquor Licensing Consultants
www.designcollaborative.com.au

Managing Director
James Lidis
BTP (UNSW)
Registered Planner (PIA)

Director
David Rippingill
BEP (WSU)
Juris Doctor (UNE)
Registered Planner (PIA)

PLAN OF MANAGEMENT

1.0	Introduction	4
2.0	Operational Details	5
2.1	The Premises	5
2.2	The Police and the Community	6
2.3	Hours of Operation and Use of the Premises	6
2.4	Transport and Parking	7
3.0	Management Measures	8
3.1	General Amenity	8
3.2	Complaint and Incident Register	9
3.3	Noise Controls	11
3.4	Signage	12
3.5	Waste Management and Deliveries	13
4.0	Responsible Service of Alcohol	13
4.1	What is the Law?	13
4.2	Harm Minimisation Measures	14
4.3	Monitoring Liquor Consumption and Patron Behaviour	15
5.0	Security Measures	16
5.1	General Measures	16
5.2	Security Staff	18
5.3	Closed Circuit Television (CCTV)	19
6.0	Crime Scene Preservation Guidelines	20
7.0	Other Relevant Matters	21
7.1	Drugs and Drink Spiking	21
7.2	Fire Safety, Essential Services and First Aid	21
8.0	Review of Plan	22
9.0	Licensee's Statement of Understanding	22

Se 2, Level 8 / 99 York St, Sydney NSW 2000
(02) 9262 3200 enquiries@designcollaborative.com.au

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

Appendices			
No.	Title	Prepared / Issued by	Date
A	Development Consent	Hornsby Shire Council	[TBD]
B	Liquor Licence LIQC300227723	Liquor and Gaming NSW	-
C	Guidelines for the Prevention of Intoxication	Liquor and Gaming NSW	18 June 2025
D	Intoxication Guidelines	Liquor and Gaming NSW	18 June 2025
E	Liquor Promotion Guidelines	Liquor and Gaming NSW	26 march 2026

Version History				
Issue	Date	Description	Prepared	Reviewed
252159.4P	January 2026	DA Submission	JY	JL

COPYRIGHT NOTICE © Design Collaborative, 2026

This work is copyright. Apart from any use permitted under the Copyright Act, 1968 no part may be reproduced by any process without prior written permission. This Plan of Management has been prepared on behalf of Hornsby RSL Club Ltd for the operation of Hornsby RSL Club. You may make unaltered copies of this document, which must include this notice, for this purpose only. No part of this document may be altered, reproduced or copied for an alternate purpose without the express permission of the copyright holder.

DESIGN COLLABORATIVE
252159.4P

HORNSBY RSL CLUB

Plan of Management

1.0 Introduction

- 1) The purpose of this Plan of Management (**the Plan**) is to establish performance criteria for the operation of **the Premises** known as Hornsby RSL Club, having regard to the relevant matters under the *Environmental Planning and Assessment Act 1979*, the *Liquor Act 2007*, *Protection of the Environment Operations Act 1997* and any relevant Regulation under that legislation.
- 2) A copy of this Plan must always be available and immediately produced for inspection, upon request by NSW Police, Council Officers or Special Inspectors. Copies of the Development Consent (DA/919/2024 (as modified) - **Appendix A**) and Liquor Licence (LIQC300227723 - **Appendix B**) will be kept on site and produced upon a request by NSW Police, Council Officers or Special Inspectors.
- 3) The Plan also establishes performance criteria to demonstrate compliance with the Prevention of Intoxication on Licensed Premises Guidelines, dated April 2025 issued by Liquor and Gaming New South Wales (**Appendix C**).
- 4) Prior to commencing work, all staff involved with the sale and supply of liquor including management, floor staff, bar staff and security shall be made familiar with this Plan, including the Intoxication Guidelines (**Appendix D**) and the Liquor Promotion Guidelines (**Appendix E**) and how the Guidelines are to be complied with during day-to-day tasks.
- 5) **Appendix F** provides an illustrative guide to the late night staged shut down of the Premises and relevant capacity limits to assist with the management and departure of patrons.
- 6) All staff made familiar with this Plan are to sign a register stating they have been made familiar with this Plan and its Guidelines and received instruction on how this Plan is to be enforced. That register is to be kept with this Plan.
- 7) The provisions of this Plan must be adhered to at all times during the execution of the duty of all members of staff and security. Disregarding the provisions of this Plan may lead to on-the-spot dismissal.
- 8) Reference in this Plan to the Duty Manager or Venue Manager is a reference to the most senior Premises Manager on duty, unless the role of Duty Manager has been delegated by the Licensee.
- 9) Reference in this Plan to the Security Manager is a reference to the most senior security person on duty, unless the role of Security Manager has been delegated by the Duty Manager.
- 10) An obligation or responsibility under this Plan assigned to a Duty or Security Manager may be undertaken by another member of staff, as delegated.

DESIGN COLLABORATIVE
252159.4P

4

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

- 11) For the purpose of this Plan of Management, the description, "the vicinity of the premises" or the "immediate vicinity" shall be the public domain adjacent to the Club's frontage on High Street, Ashley Lane, Ashley Street and ten metres beyond, and the Club's carparking.

2.0 Operational Details

2.1 The Premises

- 12) The Club is located at 4 High Street, Hornsby and operates as a *registered club* under a Club Liquor Licence. An aerial of the Club and its surrounding context is shown below.



Figure 1: The Club and its surrounds (nearmap)

- 13) The Club consists of four floors summarised below:
- a) **Lower Ground:** Rear porte-cochere entrance foyer, outdoor smoking area, war memorabilia hall, library, events space, sports lounge and bar, table tennis and snooker room, and events spaces.
 - b) **Ground:** Main entry and reception, showroom and showroom bar, courtyard, courtyard lounge and courtyard bar, gaming room, café, outdoor smoking room, Brew Bar, and Frank Gill Lounge.
 - c) **Level 1:** Level 1 lounge, outdoor smoking area, roulette room, and outdoor gaming room.
 - d) **Attic:** Bowling alley, arcade and bar.
- 14) The closest residential receivers are the apartments across Ashley Lane to the northwest, the apartments adjoining the rear carpark to the west and house opposite Ashley Street to the South.

HORNSBY RSL CLUB

Plan of Management

2.2 The Police and the Community

- 15) The Licensee is an active member of the Hornsby / Ku-ring-gai Liquor Licensing Accord and will continue to maintain that membership.
- 16) The Licensee will meet with the local Licensing Unit of the NSW Police Force, Ku-ring-gai Police Area Command from time to time or as requested. Matters that will be discussed will range from the management of upcoming events, any recent incidents and where improvements could be made with respect to security and management procedures. Management procedures and this Plan are to be reviewed at those meetings to address on-going matters as they arise and to ensure contingency plans are in place.
- 17) This Plan incorporates a community complaint section to deal with any complaints as to noise or the behaviour of patrons or staff. See Section 3.2 of this Plan for more information.

2.3 Hours of Operation and Use of the Premises

- 18) The hours of operation of the Premises are between 10:00am and 4:00am (the next day) Monday to Sunday.
- 19) After 2:00am patrons' entry shall be restricted to the rear porte-cochere.
- 20) The Level 1 outdoor areas facing Ashley Street should be closed between midnight and 7:00am.
- 21) All windows on the Eastern and Southern side of the club, those facing High Street and Ashley Street should be closed between midnight and 7:00am.
- 22) The Club will not provide any live musical entertainment after midnight on any day. This clause does not restrict the provision of recorded entertainment or ticketed events such international sporting events broadcasted live - subject to compliance with all other noise controls and criteria.
- 23) No ticketed events are to occur after midnight unless written approval is provided by NSW Police at least 14 days prior.
- 24) The Premises does not provide a formal dance floor, where an informal dance floor is established, patrons must be prevented from taking drinks onto the dance floor.
- 25) No person shall while in the Club's premises behave in a manner dangerous to the public and to other patrons of the Club. In particular, no person shall consume alcohol or any other beverage while on any dance floor of the Club.
- 26) The Chief Executive Officer shall maintain a list of names of persons to whom the Board has resolved to deny entry to the Club and who until the Board resolves otherwise shall not be entitled to enter the Club.
- 27) The Club expects all patrons to be suitably attired and reserves the right to refuse entry to patrons who are dressed as follows:

DESIGN COLLABORATIVE
252159.4P

6

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

- a) Dirty, soiled or untidy clothing
- b) T-Shirts with offensive prints
- c) Slashed, ripped or frayed clothing except when such is part of the design
- d) All hats, scarves bandanas, hair rollers or other headwear except when wearing for medical, religious or cultural purposes. (Ladies are permitted to wear dress hats. Dress hats do not include baseball style caps)
- e) Sleeveless shirt or singlets
- f) Bare feet in any part of the Club at any time. Patrons are permitted entry into the Club with thongs until 8pm and are permitted to stay in the Club if they gained entry before 8pm;
- g) Brief shorts or skirts that may be considered offensive (with or without pockets)
- h) Bike riding shorts, leotards or swimwear
- i) Outlaw motorcycle gang colours or insignia
- j) Studded belts with sharp or long studs
- k) Clothing tied around waist.
- l) Note: Boiler suits, overalls, football shorts, stobbies or similar are permitted only in sports area on lower ground floor.
- m) Management reserves the right to refuse entry to any patron who, in opinion, is not suitably attired. If in doubt, please call a Manager.

2.4 Transport and Parking

- 28) The Club is accessible by a range of public and private transport services consolidated around Hornsby Train Station. Those include:
- a) Hornsby Train Station served by the:
 - i) T1 North Shore & Western Line travelling between Berowra, Hornsby, Gordon, Chatswood, North Sydney/St Leonards and Sydney CBD/Central.
 - ii) T9 Northern Line travelling between Gordon, Chatswood, North Sydney/St Leonards, Sydney CBD/Central, Burwood/Strathfield, Rhodes, Eastwood, Epping and Hornsby.
 - b) 575 - Hornsby to Macquarie University via Turramurra
 - c) 587 - Hornsby to Westleigh (Loop Service)
 - d) 588 - Hornsby to Normanhurst (Loop Service)
 - e) 589 - Hornsby to Sydney Adventist Hospital
 - f) 590 - Hornsby to Pennant Hills via Normanhurst
 - g) 595 - Hornsby to Mount Colah (Loop Service)
 - h) 596 - Hornsby to Hornsby Heights (Loop Service)

HORNSBY RSL CLUB

Plan of Management

- i) 597 - Hornsby to Berowra
 - j) 598 - Hornsby to Asquith (Loop Service)
 - k) N80 & N90 (Nigh Service) - to City Town Hall
- 29) Limited on-street parking is available for patrons to the Club. Ideally, the Club prefers that its patrons use Club carparking in the first instance instead of the on-street parking. However, the Club does not have the authority to prohibit or restrict parking in public streets.
- 30) The use of the Club's carparks is subject to the Club's Car Parking Facilities - Terms and Conditions, including rates where applicable.
- 31) The open-air surface carpark at the west of the Club shall not be in use after 10:00pm. Patrons should not arrive, park or depart after 10:00pm. Should patrons arrive or wish to stay after 10:00pm they should park in the Northern Multi-Storey Carpark (3-7 William Street) or the undercover parking area adjacent to the Club's rear porte-cochere. In order to discourage the rear carpark's use during extended hours, the following measures shall be implemented:
- a) Signage at entrance and periodically instructing patrons to park in the open-air western carpark if you intended to stay past 10pm. They should park in the Northern Multi-Storey Carpark.
 - b) Prior to 10:00pm staff or security shall check the open-air western car park for any remaining cars. Should there be any cars, an announcement should be made requesting patrons relocate their cars prior to 10:00pm.
 - c) After 10:00pm entry boom gates are to remain closed.
- 32) The provision of a Club Uber Agreement for patrons has proven popular and is another way of ensuring the amenity of the area is not adversely affected. The Uber Service operates on an approximately five kilometre radius from the Club and reduces the amount of traffic entering the Club's car park.

3.0 Management Measures

3.1 General Amenity

- 33) Staff shall intervene to provide corrective advice to any patron in the Premises or its immediate vicinity that is behaving in a manner likely to disturb the amenity of nearby residents or the area. Any patron whose behaviour is extreme or repeatedly objectionable may be refused service, asked to leave and barred for a period determined by the Licensee.
- 34) Persons entering the Premises are to be suitably attired in accordance with the Premises' dress code that shall require patrons, at least, to be neatly dressed in casual wear, with footwear and to be clean.

DESIGN COLLABORATIVE
252159.4P

8

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

- 35) The Duty Manager shall ensure that the entry points and immediate vicinity are kept clean and tidy during the Premises' hours of operation and that following close, all signs of rubbish and waste are removed.
- 36) Patrons are not to be permitted to remove glass or open containers of liquor from the Premises. Bottles of wine purchased to consume with a meal may be removed so long as they are resealed.
- 37) The Premises shall be cleaned daily after close or more frequently as the need arises.
- 38) Staff are to assist group arrivals to ensure that patrons do not crowd or loiter in the vicinity of the Premises in a manner that hinders pedestrian movement and take all practical steps to ensure the quiet and orderly departure of patrons.
- 39) When patrons are leaving, if requested, they are to be advised of the public transport options listed in Section 2.4 above.
- 40) The Duty Manager shall require staff to:
 - d) Make a written note with details of any incidents in the Incident Register, as required by this Plan of Management. The details should be immediately entered in the Incident Register or, where it is not practical to do this, written in a notebook and copied into the Incident Register as soon as is practicable.
- 41) Objectionable and obscene behaviour or language will not be tolerated at any time in the Club's premises or the Club's car parks.
- 42) Members and their guests shall vacate the Club premises and car park and adjacent streets with the absolute minimum of noise and inconvenience to the neighbours in adjoining properties.

3.2 Complaint and Incident Register

- 43) Any complaint received will be forwarded to the Duty Manager for investigation. The Club shall take all reasonable action to ensure that the activity which is the subject of complaint is managed and/or does not reoccur. The responsible Duty Manager will advise the complainant of the action taken.
- 44) The Club will advise local residents affected by the Club's activities of a dedicated phone number for complaints monitoring which will be available on the Club's website.
- 45) The Licensee is to be made aware of any complaint or incident, and where possible, to ensure it is addressed appropriately.
- 46) The Duty Manager shall ensure that details of the following are recorded in the Premises's Incident Register:
 - a) Any incident involving violence or anti-social behaviour occurring on the Premises;

DESIGN COLLABORATIVE
252159.4P

9

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

- b) Any incident of which the Duty Manager is aware, that involves violence or anti-social behaviour occurring in the immediate vicinity of the Premises and that involves a person who has recently left, or been refused admission to, the Premises;
 - c) Any incident that results in a person being turned out of, or refused entry to, the Premises under Section 77 of Liquor Act 2007; viz:
 - i) for being intoxicated, violent, quarrelsome or disorderly;
 - ii) whose presence on the licensed premises renders the Licensee liable to a penalty under the Liquor Act, e.g., unaccompanied minors;
 - iii) who smokes within an area of the Premises that is a smoke-free area; or
 - iv) who uses, or has in his or her possession, while in the Premises any substance suspected of being a prohibited plant or prohibited drug.
 - d) Any incident that results in a patron of the Premises requiring medical assistance;
 - e) Any incident that occurred either on the Premises or in the immediate vicinity, which involved the committing of a crime or required the intervention of security;
 - f) Any complaints made directly to the management or staff of the Premises by local residents or business people, about the operation of the Premises or the behaviour of its patrons; and
 - g) Any visit by any NSW Police Officer, Liquor and Gaming NSW (L&G NSW) Special Inspector or Council Officer noting their agency or department, reason for the visit and result of the visit.
- 47) The Licensee shall make the Incident Register available to any NSW Police Officer or L&G NSW Special Inspector on request. NSW Police and L&G NSW Special Inspectors must be permitted to make copies or to remove the Incident Register from the Premises if so directed.
- 48) The Incident Register is to be reviewed regularly by the Licensee to ensure that complaints, where possible, are being dealt with appropriately.
- 49) Persons who wish to make a complaint should contact the Premises on contact number displayed on its website. Calls to this number must be answered when the Premises is open and for at least 30 minutes after closing time. Any staff member answering such a call must do so in a polite, sympathetic and courteous manner. Where possible, action shall be immediately taken to address any complaint so made, including follow-up action, such as returning the person's call to let them know what has been done to address the concerns/complaints expressed. All complaints are to be responded to by a Duty Manager within 48 hours of a complaint being made.
- 50) The following details of complaints made to the Premises are to be recorded:
- a) Date and time of the complaint;
 - b) Date, time and nature of the incident that gave rise to complaint;
 - c) Address and contact details of the complainant;

DESIGN COLLABORATIVE
252159.4P

10

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

- d) Any actions proposed to deal with the complaint; and
 - e) The actions taken and the time and date when that was reported to the complainant.
- 51) The following details of incidents required to be recorded by this Plan must include:
- a) Date and time;
 - b) Location within the Premises or its immediate vicinity;
 - c) Description of the incident, actions taken and outcomes;
 - d) Witness and / or Person of Interest details, such as name and contact details or description.
- 52) The details of any complaint or incident should be immediately entered in the relevant register. Where it is not practical to do this record the details as an electronic note and copy into the register as soon as is practicable.

3.3 Noise Controls

- 53) Speakers in the Level 1 outdoor gaming room shall be restricted to 'background music' and limited to a sound pressure level of 65dBA at 1.5m above floor level. Any service announcement should not exceed a sound pressure level of 75dBA at 1.5m above floor level.
- 54) Gaming machines in the outdoor gaming room are to have their volumes lowered to a minimal level.
- 55) Gaming machines are to operate with a ticket in ticket out system. Coins are not to be used.
- 56) The LA₁₀ noise level emitted from the Premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz - 8kHz inclusive) by more than 5dB between 7:00am and 12.00 midnight at the boundary of any affected residence.
- 57) The LA₁₀ noise level emitted from the Premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz - 8kHz inclusive) between 12:00 midnight and 7.00am at the boundary of any affected residence.
- 58) Notwithstanding compliance with the above, the noise shall not be audible within any habitable room in any residential premises between the hours of 12:00 midnight and 7:00am.
- 59) The Premises' operations must not give rise to "offensive noise" as defined under the Protection of the Environment Operations Act 1997. Here, offensive noise means noise:
- a) that, by reason of its level, nature, character or quality, or the time at which it is made, or any other circumstances:
 - i) is harmful to (or is likely to be harmful to) a person who is outside the premises from which it is emitted, or

DESIGN COLLABORATIVE
252159.4P

11

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

- ii) interferes unreasonably with (or is likely to interfere unreasonably with) the comfort or repose of a person who is outside the premises from which it is emitted, or
 - b) that is of a level, nature, character or quality prescribed by the regulations of the Protection of the Environment Operations Act 1997 or that is made at a time, or in other circumstances, prescribed by the regulations under that Act.
- 60) The existing noise mitigation measures and any noise limiting devices must not be altered or modified unless on the advice of or by a qualified acoustic consultant and Council must promptly receive written notification from the Licensee of any such changes.
- 61) Any member of staff, security or entertainers found tampering with the sound system or noise limiting device to bypass maximum noise levels will be terminated.

3.4 Signage

- 62) The Licensee shall be responsible to ensure all signage required under this part is erected and maintained in a clear and prominent position.
- 63) The Club shall install signs around car parks to remind patrons to consider the neighbours when leaving the site, and to depart quickly and quietly. This message is also advertised in the Club's monthly club publication.
- 64) Signage at the open air western car park as outline in Section 2.4 above.
- 65) Signage adjacent to all points of egress, requesting that patrons depart the premises in a manner respectful of the surrounding area, or wording to that effect.
- 66) Signage noting the capacity adjacent to all entry points and at each relevant level of the Premises.
- 67) All signage required under the *Liquor Act 2007* and the Regulation is to be displayed and maintained in a prominent position, in accordance with those legislative requirements; including:
- a) Signage at the entrance stating the licence name, type of licence number and the name of the Licensee.
 - b) Signage at the entrance stating the times during which liquor is authorised to be sold or supplied on the premises and any other times during which the premises are authorised to be open for business.
 - c) Signage obtained from Liquor & Gaming NSW erected at any bar area stating: IT IS AGAINST THE LAW TO SELL OR SUPPLY ALCOHOL TO, OR TO OBTAIN ALCOHOL ON BEHALF OF, A PERSON UNDER THE AGE OF 18 YEARS.
 - d) Signage obtained from Liquor & Gaming NSW erected at the entrance to any bar area in which a minors area authorisation applies stating: PERSON UNDER THE AGE OF 18 YEARS MUST BE IN THE COMPANY OF A RESPONSIBLE ADULT.

DESIGN COLLABORATIVE
252159.4P

12

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

- e) Signage obtained from Liquor & Gaming NSW erected at the entrance to any area in which minors are prohibited stating: PERSONS UNDER THE AGE OF 18 YEARS ARE NOT PERMITTED ENTRY.
- 68) Signage noting the use of CCTV must be erected at all entrances to the Premises.

3.5 Waste Management and Deliveries

- 69) All wastes shall be stored in designated refuse areas. Disposal of the waste will be by Council or appropriate contractors and shall occur between the hours of 7am and 6pm on weekdays and 9am and 5pm on weekends and public holidays.
- 70) If bins are required to be moved to the footpath for collection, that shall occur no more than 30 minutes prior to the contracted collection time and within 30 minutes following collection.
- 71) The Licensee shall endeavour for all deliveries to be made between 7am and 5pm.
- 72) Glass is not to be transferred from one receptacle to another outside the Premises.
- 73) Adequate bins are to be provided outside the Premises at least four (4) metres from doorways to properly dispose of cigarette butts.

4.0 Responsible Service of Alcohol

- 74) All provisions with this Section 4.0 'Responsible Service of Alcohol' are subject to legislative change. If any of the following operational restrictions are amended, removed or withdrawn from the *Liquor Act 2007*, *Liquor Regulation 2018* or Guidelines from Liquor and Gaming NSW, they may be taken to have been amended or deleted (as the case may be) from this Plan of Management without the need for consultation or approval from any statutory authority.

4.1 What is the Law?

- 75) It is unlawful to sell or supply liquor to a person who is intoxicated on licensed premises.
- 76) It is unlawful to permit intoxication on licensed premises.
- 77) A person is considered to be intoxicated if:
 - a) The person's speech, balance, co-ordination or behaviour is noticeably affected, and
 - b) It is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.
- 78) Liquor & Gaming NSW has issued Guidelines to assist in the identification of intoxicated persons which are provided at **Appendix D**. Bring to the attention of the Duty Manager any person considered to be in, or approaching, a state of intoxication.

DESIGN COLLABORATIVE
252159.4P

13

HORNSBY RSL CLUB

Plan of Management

4.2 Harm Minimisation Measures

- 79) The Premises shall operate in accordance with the provisions of the Liquor Act and Regulation and the terms of its liquor licence (**Appendix B**);
- 80) The following operational policies for the Responsible Service of Alcohol apply:
- a) All staff involved in the sale and supply of liquor, security or RSA supervisory duties shall have first completed an approved course in the Responsible Service of Alcohol;
 - b) All staff who hold an RSA Competency Card are required to have that readily available at all times when working. Failure to produce RSA Certification at the request of Police or Inspector is an offence under the Liquor Act 2007 with a maximum penalty of \$550 for any staff member that fails to produce.
 - c) The Licensee shall not permit the Premises to engage in any liquor promotion that is likely to promote irresponsible service of liquor. Liquor must not be sold or supplied in a manner that is inconsistent with the Liquor Promotion Guidelines at Appendix E.
 - d) Alcohol shall not be served to any person who is intoxicated. See Appendix D for identification of persons who may be intoxicated.
 - e) Any person who is intoxicated shall be denied entry to the premises.
 - f) All staff and security are responsible to ensure that intoxication or any indecent, violent or quarrelsome conduct by patrons in the Premises is brought to the attention of the Duty Manager. Any person causing such a disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period determined by the Licensee.
 - g) No person under the age of 18 years shall be served liquor. Production of photographic identification will be required where age is an issue. The only acceptable proofs of age identification shall be:
 - i) A driver's or rider's licence or permit (issued by an Australian State or Territory or any foreign country).
 - ii) Valid Australian or Foreign Passport.
 - iii) Proof of age card issued by the Commonwealth or Australian State or Territory for the purpose of attesting to a person's identity and age; or
 - iv) Keypass identify card issued by Australia Post.
 - h) Low alcohol beer and non-alcoholic beverages shall be available at all times when full strength liquor is available.
 - i) Free drinking water must be made available to patrons in the same method that alcohol is sold or supplied.
 - j) Light meals shall be available on request whenever liquor is available for consumption in the Premises. Signage and/or menus shall be provided to notify patrons of their reasonable expectations of available food.

HORNSBY RSL CLUB

Plan of Management

- k) Staff are not permitted to consume alcohol whilst on duty in the Premises.
- l) Signage and promotion of non-alcoholic and low strength alcohol beverage options is to be provided at the point of purchase of alcohol beverages.
- m) Signage is to be provided through the Premises noting that free drinking water is available at all bars.

4.3 Monitoring Liquor Consumption and Patron Behaviour

- 81) The Premises must operate under the direct supervision of the Licensee or appropriately experienced management staff. That requires management staff to have at least 6 months experience in a supervisory position in licensed premises with similar operating hours and patron numbers.
- 82) Whenever the Premises is operating, the following RSA monitoring obligations will be undertaken:
 - a) All staff and security are expected during the carrying out of their duties to conduct RSA monitoring. Staff are required to monitor all patrons for their levels of intoxication, consumption patterns and secondary supply having regard to how many drinks patrons have consumed and for how long patrons have been on the Premises.
 - b) The Duty Manager will undertake a compliance role for monitoring, among other things, compliance with Part 4 of this Plan.
- 83) The duties and responsibilities of any staff designated specifically as a RSA Marshal include:
 - a) Providing visual support to bar staff who must also enforce the responsible service of alcohol;
 - b) Monitor patron behaviour and consumption levels taking note of any person who may be consuming alcohol in a risky pattern;
 - c) Monitor signs of and levels of intoxication;
 - d) Monitor secondary supply and shielding of patrons who may be intoxicated;
 - e) Take action by engaging with patrons, encouraging them to drink responsibly by slowing down or by offering alternatives such as free drinking water BEFORE they become intoxicated; and
 - f) Engage security and management where necessary.
- 84) To ensure that an RSA Marshal carries out their duties diligently the person undertaking that duty must not:
 - a) Be involved in the sale and supply of liquor, i.e, working behind the bar at the same time; or
 - b) Undertake security duties such as removing patrons or controlling access points to the Premises.

HORNSBY RSL CLUB

Plan of Management

- 85) Persons considered to be intoxicated are not to be permitted entry. Bring to the notice of the Duty Manager, any person who might be in, or approaching, a state of intoxication.
- 86) If a patron is identified by staff as consuming liquor irresponsibly and in a manner that is likely to result in intoxication or is showing signs of approaching intoxication, intervention from staff is required to provide advice to the patron. That advice should be as follows:
- a) That further risky consumption or further consumption may lead to intoxication. If considered to be intoxicated, they will immediately be asked to leave. If that occurs, they will be required to move 50 metres from the Premises and not be permitted re-entry to that area or the Premises for 24 hours.
 - b) The patron should be offered and encouraged to consume non-alcoholic beverages such as water or soft-drinks and food.
 - c) If the patron is in a group, their friends should be advised that the patron needs to moderate their alcohol intake.
- 87) If a patron is identified by staff as being intoxicated the following steps must be taken:
- a) Any requests for further service of liquor must be refused;
 - b) Any alcohol presently being consumed is to be removed from the patron to prevent further consumption;
 - c) The person is to be requested to leave the Premises;
 - d) If the person refuses to leave, the Police are to be contacted or sought to be contacted to assist with the removal of the patron; and
 - e) The event must be recorded in the Incident Register.
- 88) No patrons will be permitted to take glasses or open containers off the club premises when leaving.

5.0 Security Measures

5.1 General Measures

- 89) The Security Manager shall require all security personnel employed at the Premises to:
- a) If a patron of the Club acts in a manner that is offensive, abusive or impacts on the amenity of surrounding social area they will be immediately escorted away from premise or areas within the vicinity of the Club. If the patron is intoxicated, the Club will take all reasonable measures to ensure the patron is removed safely from the Club without risk to others.
 - b) Be licensed under the Security Industry Act 1997 (or the equivalent Act applicable at the time).
 - c) Be dressed in readily identifiable uniform so that they may be highly visible to patrons and displaying identification as a security officer.

HORNSBY RSL CLUB

Plan of Management

- d) Fill in a time sheet (with start and finish times) which is to be initialled by the Duty Manager. Access to the sign on sheet shall be provided to NSW Police on request.
 - e) Report to the Security Manager and Duty Manager to obtain a briefing on any specific duties to be addressed before commencing duty.
 - f) Ensure that persons entering the Premises are suitably attired in accordance with the Premises's dress code, which shall require patrons, at least, to be neatly dressed in casual wear, with footwear and to be clean.
 - g) Prevent any person, detected as intoxicated, entering the Premises and bring to notice of the Duty Manager, any person in the Premises who might be considered to be in, or approaching, a state of intoxication.
 - h) Prevent patrons removing glasses, open cans, bottles or alcohol from the Premises.
 - i) Prevent patrons entering the Premises with alcoholic drinks.
 - j) Monitor patron behaviour in, and in the vicinity of, the Premises until all patrons have left, taking all practical steps to ensure the quiet and orderly departure of patrons.
 - k) Collect any rubbish in the vicinity of the Premises that may be associated with the Premises's business.
 - l) Provide assistance as required or as directed by management to disabled people to access the Premises.
 - m) Co-operate with the Police and any other private security personnel operating in the vicinity of the Premises.
 - n) Patrol all toilets, at random intervals but not less than once an hour from 9pm, notifying the Licensee or management of any suspected illegal activity, or if the toilets need attention in regard to cleanliness. If there are no female security personnel on duty, then prior to entry into the female toilets, an announcement is to be made of the incoming patrol by knocking on the door and clearly stating that these toilets are about to be inspected by a male security person.
 - o) In the event of an incident, clearly identify themselves as security belonging to the Premises and attempt to rectify the problem.
 - p) Make a written note with details of any incidents in the Incident Register, as required by this Plan of Management. The details should be immediately entered in the Incident Register or, where it is not practical to do this, written in a notebook and copied into the Incident Register as soon as practicable.
 - q) Be trained in weapons detection, search procedures and other security response methods. Security may request to search the belongings of any patron suspected of carrying illegal or dangerous items or acting in a suspicious way.
 - r) Undertake a head count at hourly intervals to ensure the capacity of the venue is not exceeded.
- 90) Security and staff are to actively engage patrons as they enter the Premises after midnight to determine if they may be intoxicated. Patrons are to be engaged through conversation

DESIGN COLLABORATIVE
252159.4P

17

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

and asking of at least one question, such as how their night is, where they have been, what their plans are for the evening, asking for their identification, etc.

- 91) Security Officers shall check identification to verify its authenticity, including:
- a) Evidence of tampering including scratches to modify the date of birth or attempts to peel the identification apart;
 - b) A clear laminate cover to modify the date of birth;
 - c) Using an ultra violet light to check for hidden insignia; and
 - d) That the person providing the identification is the person to which the identification belongs.
 - e) If a minor is found attempting to intentionally mislead staff via falsified documents in order the gain entry to the Premises, the minor is to be held and their identification is to be confiscated and handed over to the NSW Police Service.
- 92) Patrons smoking on the footpath are to be monitored by security who shall act in accordance with their powers in a public space. Patrons are to be asked to stand adjacent to ashtrays provided by the Premises for their convenience in order to reduce the potential for congestion on the footpath. If persons smoking or loitering out the front of the Premises are not patrons of the Premises or do not intend on entering the Premises they are to be asked politely to move from the front of the Premises to reduce congestion.
- a) Patrons may be reminded that if they do not wish to comply that entry or re-entry to the Premises may be refused.
 - b) Non-patrons who do not wish to comply are not to be hassled or forced from the front of the Premises. Any conflict will be deemed to be the fault of the relevant member of staff.

5.2 Security Staff

- 93) At minimum the club is to have two (2) security guards employed every night from 21.00 until 30 minutes after close to ensure that patrons leave in a quiet manner to ensure that neighbours are not disturbed.
- 94) The security arrangements involve guards patrolling the Club building, outside of the Club building along High Street, Ashley Lane and Ashley Street when appropriate within the site's premises. From 21.00 a security guard is to routinely monitor the adjoining multi-level car park and rear surface parking. Results are to be recorded.
- 95) On busy nights (Friday, Saturday, and major events, shows or promotions), the club employs additional security where assessed as appropriate.
- 96) Security guards when engaged on Monday, Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday nights will monitor the behaviour of the Clubs patrons so they do not loiter on the public roads in the vicinity of the club's premises and move away from the vicinity of the Club's premise in a quiet and orderly manner.

DESIGN COLLABORATIVE
252159.4P

18

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

- 97) The responsibilities of any security person shall be nominated by the Duty and/or Security Manager, prior to the start of the shift. Security shall monitor the activity of patrons and persons in the vicinity of the Premises and act as required, within the scope of their powers in a public place.
- 98) Additional security may be provided at the discretion of management for functions or days with expected higher numbers of patrons in consultation with the Police.

5.3 Closed Circuit Television (CCTV)

- 99) The Club's CCTV systems are a vital part of its overall security arrangements. The use of the CCTV systems allows security to monitor all areas of the Club's premises including Facial Recognition at the entrances to the gaming room.
- 100) CCTV surveillance cameras shall be strategically installed, operated and maintained throughout the premises with particular coverage to:
- a) Principal entrance/s and exits;
 - b) All areas of the Premises occupied by the public (excluding toilets);
 - c) The area within a 10m radius external to the public entrance(s) to the Premises; and
 - d) Internal and external carparking areas.
- 101) All CCTV recording equipment and cameras shall be of high-grade digital quality capable of establishing the population and identification of patrons, offenders and incidents within the depth of field view of the cameras. In this respect each surveillance camera shall be capable of recording a minimum rate of 20 frames per second and at high resolution.
- 102) CCTV recordings shall be retained for 30 days before being re-used, destroyed or deleted. The time and date shall be auto recorded.
- 103) CCTV recording equipment shall be capable of producing a copy of recorded footage on demand or within 24 hours of a request being made.
- 104) All CCTV recording devices and cameras shall be operated a minimum of all trading hours of the Premises and for at least 1 hour after the closing time.
- 105) The CCTV recording device shall be secured within the Premises and only be accessible to senior management. There shall be at least one member of staff on duty at all times that can access the CCTV system to replay footage.
- 106) Prior to the commencement of trade each day, the Duty Manager shall check the CCTV system to ensure the equipment is in full operating order. If, during the daily check or at any other time, it is discovered that the equipment is not in full operating order, the Duty Manager is to notify the Police Area Commander or delegate within two hours. All reasonable steps must be undertaken to repair the system as soon as practicable.

HORNSBY RSL CLUB

Plan of Management

6.0 Crime Scene Preservation Guidelines

107) Immediately after any member of staff of the Premises becomes aware of an incident involving an act of violence causing injury to a person in the Premises or its immediate vicinity the Duty Manager must be advised, and the Duty Manager must:

- a) Provide or arrange for any required first aid;
- b) Immediately contact '000' or the NSW Police Local Area Commander or their delegate and advise them of the incident;
- c) Comply with any directions given to preserve or keep intact the area where the violence occurred.

108) Unless directed otherwise by the NSW Police Local Area Commander or their delegate upon notification, the following crime scene preservation guidelines must be observed:

- a) Determine the crime scene and remove all persons from the area. Take all practical steps to preserve and keep intact the area where the act of violence occurred. Cordon off the area utilising bar stools, tables or tape. Consider closing off the area completely for such areas such as toilets, hallways or bars. Remember there may be multiple crime scenes.
- b) Do not allow any persons to enter this area;
- c) DO NOT CLEAN UP ANY CRIME SCENE. You may be destroying vital evidence;
- d) Remember some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair or fingerprints;
- e) Do not move any items that may have been involved in an offence unless absolutely necessary. Use gloves to stop transference of your DNA or fingerprints;
- f) Notify Police if any items have been moved or removed from the crime scene. Items may include bottles, glasses, pool cues, clothing, furniture, weapons or cigarette butts;
- g) Make notes in relation to the incident. Time, date, location, description of offender(s), vehicle(s) involved, weapons used, last known direction of offender(s), any movement of items involved in the incident;
- h) Secure any CCTV footage and any security sign on sheets;
- i) Obtain any details of witnesses and try to keep all witnesses separated so as to maintain the integrity of their evidence. Try to persuade witnesses from leaving Police arrive;
- j) Hand this information to Police on arrival; and
- k) Be prepared to make a statement to Police regarding the incident.

109) Interfering with evidence may constitute an offence, leaving you liable to prosecution or disciplinary action, and may result in the closure of the Premises.

110) Details of the incident are to be recorded in the Incident Register.

HORNSBY RSL CLUB

Plan of Management

7.0 Other Relevant Matters

7.1 Drugs and Drink Spiking

111) If any person is caught dealing, purchasing or consuming drugs within the Premises, the person (or persons) are to be requested to leave immediately and the Duty Manager informed. This is their first and only warning. If the same person is caught again, then the person (or persons) are to be banned for a period determined by the Licensee and the Police notified.

112) The incident is to be recorded in the Incident Register.

113) Drink spiking is often difficult to detect. Below are some things to look out for and what to do:

- a) Any occurrences of a person (or persons) escorting out an obviously affected and lone person. Ask questions and engage in conversation with the person escorting the affected patron away, asking for their name, where they are heading to, etc - contact the Duty Manager about any person who goes to length to remain anonymous.
- b) An affected person may need medical attention, so ask them. If they are not capable of making that decision - then arrange that medical attention.
- c) Any affected person will need to get to a safe place, which may be theirs or a friend's place. Ensure people who are showing signs of intoxication are looked after by their friends and not leave them in the company of the person who may have spiked their drink.
- d) Contact the Police and thoroughly document the incident in the Premises's Incident Register.
- e) Remember the most common drug used for drink spiking is alcohol. Be aware of strange drink orders such as beer and a nip of vodka, double shots in short glasses, etc.

7.2 Fire Safety, Essential Services and First Aid

114) The Licensee shall ensure that all essential services installed at the Premises are certified annually and shall ensure that they remain in good working order at all times.

115) In the event of any malfunctioning of any essential service the Licensee shall ensure that it is rectified as quickly as possible.

116) The Licensee shall ensure that lists of the telephone numbers of all relevant emergency agencies shall be kept in the Premises office.

117) All managers and other permanent staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the Premises. In the instance of an emergency evacuation, staff shall direct patrons to emergency exits.

HORNSBY RSL CLUB

Plan of Management

8.0 Review of Plan

118) If, in circumstances where better management or improved amenity outcomes can be achieved by amendments to this Plan, such amendments can be made following consultation with both NSW Police and Council who shall agree to those changes in writing and they shall be provided with a copy of any modified Plan.

119) This Plan and its attachments are subject to legislative changes under the *Liquor Act 2007* and *Liquor Regulation 2018*. Where publications of Liquor & Gaming NSW are revised or withdrawn from its website or where legislative changes occur from time to time, the Plan is to be taken to reflect those changes and those changes may be made to the Plan without consultation or approval from any consent authority.

9.0 Licensee's Statement of Understanding

The Licensee hereby acknowledges that the above provisions have been read and are understood.

Sign:.....Date:

Name:.....

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

APPENDIX A

DEVELOPMENT CONSENT [NUMBER] ISSUED BY [COUNCIL] DATED
[DATE]

DESIGN COLLABORATIVE
252159.4P

ATTACHMENT 2 - ITEM 1

HORNSBY RSL CLUB

Plan of Management

APPENDIX B

LIQUOR LICENCE LIQC300227723 AND LICENSED BOUNDARY PLAN
ISSUED BY LIQUOR AND GAMING NSW

DESIGN COLLABORATIVE
252159.4P

ATTACHMENT 2 - ITEM 1



Independent Liquor & Gaming Authority

A statutory board established under the Gaming and Liquor Administration Act 2007

contact.us@liquorandgaming.nsw.gov.au
www.liquorandgaming.nsw.gov.au

Key liquor licence details recorded as at 15 August 2024

Licence number: LIQC300227723
Licence name: Hornsby R S L Club Ltd
Licence type: Liquor - club licence
Licence sub-type: N/A
Licence status: Current
Duration: Unlimited duration
Licence start date: 20/08/1956
Licence expiry date:

Licensee

Organisation name: HORNSBY R S L CLUB LTD
ABN: 34 002 513 251
Phone - daytime: 02 9477 7777
Email address:
Website: www.hornsbyrsl.com.au
Business address: 4 HIGH ST HORNSBY NSW 2077
Postal address: 4 HIGH ST HORNSBY NSW 2077
Start date: 20/08/1956

ACN:
Fax number: 02 9476 2637

Secretary

Title:
Surname: Fung
Given name: Andy Ho Chi
Middle name:
Start date: 15/08/2024

Manager

Title:
Surname: Fung
Given name: Andy Ho Chi
Middle name:
Start date: 15/08/2024

Independent Liquor & Gaming Authority

Contact Person**Title:**

Surname: Fung
Given name: Andy Ho Chi
Middle name:
Phone - daytime:
Mobile:
Email address: afung@hornsbyrsl.com.au
Start date: 15/08/2024

Fax number:**Premises**

Address: 4 HIGH ST HORNSBY NSW 2077
LGA: Hornsby
SA2: Hornsby - West
Start date: 20/08/1956

Authorisations

Name: Club functions authorisation **Start date:** 01/07/2008
Name: Non-restricted area authorisation **Start date:** 01/07/2008

Trading Hours**Consumption on premises**

Unrestricted on premises hours **Start date:** 1/7/2008

Take away sales

Monday to Saturday 05:00 AM - 12:00 midnight
 Sunday 10:00 AM - 10:00 PM
 Good Friday Not permitted
 December 24th Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday
 Christmas Day Not permitted
 December 31st Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday

Conditions

Licence conditions imposed by the Liquor Act and Regulation apply. To view a copy of these conditions, go to www.liquorandgaming.nsw.gov.au.

Additional licence conditions.

Condition type: Condition **Condition source:** Authority
Applies to: Club functions authorisation
Reference: 220
Condition: The registered club is to ensure that not less than one (1) supervisor for each one hundred (100) minors or part thereof, such supervisors being persons not less than twenty one (21) years of age, are engaged or assigned by the registered club for the purpose of supervising the conduct of minors whilst they are attending the function.
Start date: 01/07/2008

Independent Liquor & Gaming Authority

Condition type: Condition **Condition source:** Authority
Applies to: Club functions authorisation
Reference: 230
Condition: At least thirty (30) minutes before the commencement of the function and for not less than thirty (30) minutes after the conclusion of the function the persons required to be engaged or assigned pursuant to the above condition must patrol the exterior environs of the licensed premises to ensure the safe conduct of persons attending the function and that such persons do not disturb the quiet and good order of the neighbourhood.
Start date: 01/07/2008

Condition type: Condition **Condition source:** Authority
Applies to: Non-restricted area authorisation
Reference: 3040
Condition: Lower Ground Floor - Rear Lobby, Ante Room, Amenities, Events Centre (Boronia; Waratah and Acacia rooms), Table Tennis Room, Don Huxtable Room, Sports Lounge and War Memorial Gallery.
Ground Floor - Community Auditorium, Bistro, Coffee Lounge, Lowered Foyer, Function Foyer, Terrace, Amenities and Frank Gill Lounge.
Level 1 - Level 1 Dining area.
Level 2 – The Attic: Ten Pin Bowling, Amusements, Food and Beverage Outlets.
Start date: 24/08/2020

Premises owner

Organisation name: HORNSBY R S L CLUB LTD
ABN: 34 002 513 251 **ACN:**
Phone - daytime: 02 9477 7777 **Fax number:** 02 9476 2637
Email address:
Website: www.hornsbyrsl.com.au
Business address: 4 HIGH ST HORNSBY NSW 2077
Postal address: 4 HIGH ST HORNSBY NSW 2077
Start date: 01/07/2008

Gaming machine details**Area cap applies to Hornsby - West**

LGA classification: Metropolitan
SA2 band: 1

Gaming machine entitlements (GME): 397
Gaming machine entitlements leased out: 0
Gaming machine entitlements leased in: 0
Poker machine permits (PMP): 0
Unfulfilled quotas: 0

Gaming machine threshold: 397
Maximum gaming machine authorisations allowed: 397
Net GME (Gaming machine entitlements held on premises): 397

(Note: Net GME = GME – GME Leased Out)

There are no current quotas for this licence

Independent Liquor & Gaming Authority

Gaming machine shutdown hours

Day	Start Time	End Time
Monday	04:00 AM	- 10:00 AM
Tuesday	04:00 AM	- 10:00 AM
Wednesday	04:00 AM	- 10:00 AM
Thursday	04:00 AM	- 10:00 AM
Friday	04:00 AM	- 10:00 AM
Saturday	04:00 AM	- 10:00 AM
Sunday	04:00 AM	- 10:00 AM
Public holiday	04:00 AM	- 10:00 AM

This licence is subject to a risk-based fee, payable annually. If the fee is not paid on time, the licence will be suspended or cancelled. Visit <https://www.onegov.nsw.gov.au/licencecheck> to find out the status of the licence.

HORNSBY RSL CLUB

Plan of Management

APPENDIX C

GUIDELINES FOR THE PREVENTION OF INTOXICATION ISSUED BY
LIQUOR AND GAMING NSW DATED 18 JUNE 2025

DESIGN COLLABORATIVE
252159.4P

ATTACHMENT 2 - ITEM 1

Prevention of intoxication on licensed premises guidelines



Introduction

Liquor licensees have important obligations to ensure alcohol is served responsibly to help minimise alcohol-related harm. Supporting responsible consumption practices and preventing intoxication lowers the risk of alcohol-related violence and neighbourhood disturbance, and helps to promote a safe venue for customers and staff.

The NSW liquor laws prohibit the sale and supply of alcohol to intoxicated persons. Licensees also have a legal obligation to prevent intoxication from occurring on their premises. Significant penalties — including fines, higher annual licence fees, and possible suspension or cancellation of a licence — apply where alcohol is served to an intoxicated person or intoxication is permitted.

These guidelines include practical steps that licensees can take to manage the risk of intoxication on their premises. They will assist licensees to comply with the liquor laws and the conditions of their liquor licence. Additionally, these guidelines include voluntary steps that can be taken to prevent drink spiking on their premises.

While implementing these steps is not a licence requirement, it is recommended, as the steps provide evidence of what a licensee has done to minimise the risk of intoxication in the event of a prosecution under the liquor laws.

Because liquor is sold in a diverse range of circumstances, licensees and staff should also consider whether other measures — in addition to the steps outlined in these guidelines — are needed to minimise the risk of intoxication.

What is the law?

It is unlawful for a licensee or staff member to sell or supply liquor to an intoxicated person on licensed premises (section 73(2) of the *Liquor Act 2007*).

The maximum penalty is \$11,000. A person is intoxicated if:

- the person's speech, balance, coordination or behaviour is noticeably affected, and
- separate guidelines have been issued by the Secretary, of the Department of Creative Industries, Tourism, Hospitality and Sport to assist licensees and staff in determining whether a person is intoxicated and how to manage drink spiking incidents on their premises. Please refer to GL4003 'Intoxication guidelines' at liquorandgaming.nsw.gov.au

It is unlawful for a licensee to permit intoxication on licensed premises (section 73(1)(a) of the *Liquor Act 2007*). The maximum penalty is \$11,000.

A licensee is deemed to have permitted intoxication if an intoxicated person is on the licensed premises (section 73(4) of the *Liquor Act 2007*), unless the licensee can prove:

- A** The licensee or staff:
 - i** asked the intoxicated person to leave the premises, and
 - ii** contacted, or attempted to contact, the police for assistance in removing the person from the premises, and
 - iii** the person was refused further service of liquor, or
- B** The licensee or a staff member had taken the steps set out in guidelines issued by the Secretary of the Department of Creative Industries, Tourism, Hospitality and Sport, under section 73(5A) of the *Liquor Act 2007*, or
- C** The intoxicated person did not consume liquor on the licensed premises

There are other requirements in the case of on premises licenses for vessels.

 - a** The licensee of an on premises licence for a vessel will need to prove that:
 - i** the person was not intoxicated when the person boarded the vessel

Intoxication Guidelines Prevention of intoxication on licensed premises guidelines

- ii the licensee, and the licensee's employees and agents, refused to serve the person liquor after becoming aware the person was intoxicated
- iii the licensee, or the licensee's employee or agent, contacted, or attempted to contact, a police officer for help in removing the person from the vessel
- iv if the licensee, or the licensee's employee or agent, contacted a police officer, the licensee and the licensee's employees and agents followed the police officer's instructions, or
- b the licensee proves that the licensee, and the licensee's employees and agents, took the steps set out in the guidelines issued under Section 73(5A) of the *Liquor Act 2007* to prevent intoxication on the vessel, or
- c the licensee proves that the intoxicated person did not consume liquor on the vessel.

What is the purpose of these guidelines?

The Secretary of the Department of Creative Industries, Tourism, Hospitality and Sport, is required to issue these guidelines under section 73(5A) of the *Liquor Act 2007*. Their purpose is to describe the steps that licensees and their staff must take where a licensee wishes to be able to rely upon the defence in section 73(4)(b) to establish that intoxication was not permitted on their licensed premises.

Where a licensee seeks to rely upon this defence, it will be necessary to demonstrate that all steps in these guidelines (apart from the 'voluntary best practice measures') were in place at the time that the offence of permitting intoxication was alleged to have occurred.

As an alternative to implementing the steps in these guidelines, licensees also have the option of relying upon sections 73(4)(a) or 73(4)(c) of the *Liquor Act 2007* to defend an allegation that intoxication has been permitted on the licensed premises.

References

Any reference to a licensee in these guidelines includes a reference to a manager as defined in section 4 of the *Liquor Act 2007*.

Any reference to staff or a staff member in these guidelines includes a reference to any person undertaking duties related to the sale and supply of alcohol on the licensed premises, including security personnel and RSA marshals.

Steps to prevent intoxication on licensed premises

1 Selling, supplying and promoting liquor responsibly

The steps are:

- a the requirement to not sell or supply liquor to an intoxicated person (under section 73(2) of the *Liquor Act 2007*) is complied with
- b food is made available whenever liquor is sold or supplied on the premises, if this is a requirement of the licence under the *Liquor Act 2007* or any associated licence conditions
- c obligations relating to responsible service of alcohol training and the availability of free water (under the *Liquor Regulation 2018*) are complied with
- d any conditions imposed on the liquor licence or any requirements under the *Liquor Act 2007* which restricts the times, type or quantity of alcohol sold or supplied on the licensed premises are complied with
- e liquor is not sold, supplied or promoted in a manner that is inconsistent with the Liquor Promotion Guidelines issued by the Secretary, of the Department of Creative Industries, Tourism, Hospitality and Sport under section 102(4) of the *Liquor Act 2007*.

Please refer to GL4001 'Liquor Promotion Guidelines' at liquorandgaming.nsw.gov.au

2 Monitoring liquor consumption and patron behaviour

The steps are:

- a the licensed premises is operating under the direct supervision of the licensee or appropriately experienced supervisory staff whenever liquor is being sold and supplied
- b liquor consumption by all patrons is actively monitored by the licensee or staff
- c intervention occurs when the licensee or a staff member becomes aware that a patron is consuming liquor irresponsibly and in a manner likely to result in intoxication
- d intervention occurs when the licensee or a staff member becomes aware that a patron is intoxicated to prevent the person from consuming liquor and to request that person to leave the premises
- e patrons entering the licensed premises between midnight and 5am are actively monitored

Intoxication Guidelines Prevention of intoxication on licensed premises guidelines

- f any conditions imposed on the liquor licence, requirements under the *Liquor Act 2007*, or requirements of a development consent or approval under the *Environmental Planning and Assessment Act 1979*, relating to the engagement and duties of security personnel and/or RSA marshals are complied with.

3 Planning to prevent intoxication on the licensed premises

The steps are:

- a written document (such as a plan or house policy) is prepared which:
 - i details the measures in place to prevent intoxication on the licensed premises (including the method of complying with the steps set out in these guidelines)
 - ii describes how staff are instructed and trained to prevent intoxication on the licensed premises
 - iii is provided to police and inspectors upon request.
- b all staff receive instructions and training on the contents of the document referred to in step 4(a) above before they commence working on the licensed premises.

Voluntary best practice measures

The following recommended harm minimisation measures apply voluntarily and are not a requirement under the *Liquor Act 2007*. These measures set a voluntary higher standard that NSW licensees can follow to further minimise the risk of intoxication and drink spiking at licensed premises. These best practice measures go beyond existing requirements under the *Liquor Act 2007* and will not prevent the defence provision under section 73(4)(b) being available to a licensee if they are not implemented.

The voluntary best practice measures recommended by Liquor & Gaming NSW are:

- a the availability of free drinking water is actively promoted to patrons throughout the licensed premises
- b action is taken to make patrons aware of the availability of non-alcoholic and low strength alcoholic beverages in the licensed premises

- c the following drinks are not sold or supplied between midnight and 5am:
 - i any drink (commonly referred to as a 'shot', a 'shooter' or a 'bomb') that is designed to be consumed rapidly
 - ii any ready to drink beverage with an alcohol by volume content of more than 5%
 - iii any drink prepared on the premises that contains more than 30 ml of spirits or liqueur, other than a cocktail that contains spirits or liqueur (or both) mixed with other ingredients and that is not designed to be consumed rapidly.

In addition to the requirement to ensure that food is available when alcohol is being sold or supplied (under section 27 of the *Liquor Act 2007*), Licensees and Approved Managers are encouraged to:

- iv check your venue has food available, and that staff understand food needs to be available to customers when alcohol is sold and supplied, even when the kitchen is closed
- v actively promote late night food options to customers and offer food to customers who are ordering drinks
- vi explore your options for providing food — you could partner with a local food delivery service or encourage customers to make use of food delivery apps by advertising them throughout the venue
- vii if it isn't practical to offer a full menu all night, offer a limited menu later in the evening.

Intoxication Guidelines Prevention of intoxication on licensed premises guidelines

Steps to prevent drink spiking on licensed premises

Drink spiking is when someone deliberately adds alcohol or another drug to someone's drink without their knowledge. This can lead to negative consequences such as assault and sexual violence, with one in three drink spiking incidents being associated with sexual assault.

Drink spiking is illegal in all Australian states and territories. In NSW, drink spiking is an offence under section 38A of the *Crimes Act 1900* which carries a maximum penalty of 2 years in prison.

The most common ways to spike a drink is by adding alcohol to a non-alcoholic drink or adding extra alcohol (double/triple shots). A range of drugs can also be used to spike a drink which is added to alcohol to act as a powerful sedative. The majority of victims are unable to detect they that their drink has been spiked though sight, smell or taste because these substances are often colourless and odourless.

Everyone who works in a licensed premises, including security staff, has a part to play in preventing drink spiking. It is important to be aware of signs that someone's drink has been spiked. Symptoms will vary for a variety of reasons. For a drink spiking incident with alcohol, it will depend on how much alcohol was consumed prior to the incident, current prescriptions, tolerance levels, the venue environment, and the drink spiking dosage. With a drink spiking incident with drugs other than alcohol, it is dependent on the type of drug used. Look out for a sudden or extreme intoxication inconsistent with the amount of alcohol they have consumed.

The voluntary best practice measures recommended by Liquor & Gaming NSW are:

- a** Encouraging staff to monitor the environment and report any suspicious behaviour to management.
- b** Removing unattended glasses from the bar area and surrounds, as well as other areas like bathrooms.
- c** Being aware of unusual requests such as double/triple shots or requests to add alcohol to another person's drink.
- d** Responding to requests for assistance from patrons who report feeling unsafe by asking them if they wish to be taken to a secure part of the premises, assessing the situation and working out the best course of action, including seeking medical assistance if appropriate.
- e** Encouraging your staff to trust their instincts — if something feels wrong but they're unsure how to manage the situation, make sure they report it to you or your approved manager.

- f** Recording incidents of drink spiking in your venue's incident register (if required to keep one) including the date and time when this occurred, name and description of the customer/s and staff members involved, description of the incident and the actions taken by you and/or your staff members.
- g** Review and save CCTV footage of alleged incidents.
- h** Call police if you witness drink spiking.
- i** Do not let the victim of drink spiking leave the venue alone or with anyone you are suspicious about. You should ensure they have a planned journey home and are accompanied by someone they know and trust, once they have been attended to by the police, and evidence has been gathered.
- j** If possible, secure the drinking vessel (e.g. glass) alleged to have been used in the offence, including any liquids for analysis.
- k** Instruct security guards to report if anyone leaving the venue exhibiting behaviours which could indicate their drink has been spiked.

In addition, it may be useful to keep a list of local services handy for quick reference in the event a drink spiking incident occurs. These can include:

- Triple Zero (000)
- Police Assistance (131 444)
- Crime stoppers (1800 333 000)
- Your local police station's direct number
- Local taxi services
- Counselling services 1800RESPECT
- Poisons Information Centre on 13 11 26

HORNSBY RSL CLUB

Plan of Management

APPENDIX D

INTOXICATION GUIDELINES ISSUED BY LIQUOR AND GAMING NSW
DATED 18 JUNE 2025

ATTACHMENT 2 - ITEM 1

DESIGN COLLABORATIVE
252159.4P



Intoxication Guidelines

These guidelines are designed to assist you to determine whether or not a person is intoxicated

Overview

You must always have due regard to the following objectives of the liquor laws:

- Need to minimise harm associated with the misuse and abuse of liquor.
- Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor.
- Ensure that the sale, supply and consumption of liquor, and the operation of the licensed premises, contributes to, and does not detract from, the amenity of community life.

What is the law?

Section 5 of the *Liquor Act 2007* states that a person is intoxicated if:

- the person's speech, balance, co-ordination or behaviour is noticeably affected, and
- it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.

Licensees should also be aware that other substances, such as kava, when mixed with alcohol can cause increased intoxication.

Liquor licensees have important obligations to ensure alcohol is served responsibly to help minimise alcohol-related harm.

Supporting responsible consumption practices and preventing intoxication lowers the risk of alcohol-related violence and neighbourhood disturbance, and helps to promote a safe venue for customers and staff.

The NSW liquor laws prohibit the sale and supply of alcohol to intoxicated persons. Licensees also have a legal obligation to prevent intoxication from occurring on their premises. Fines, higher annual licence fee, and possible suspension or cancellation of a licence can apply where alcohol is served to an intoxicated person or intoxication is permitted.

Intoxication offences under the NSW liquor laws are discussed in the GL4002 'Prevention of intoxication on licensed premises' guidelines available from Liquor & Gaming NSW at liquorandgaming.nsw.gov.au. The guidelines outline the obligations of licensees and serving staff. They provide advice on steps that can be taken by licensees and staff to prevent intoxication on licensed premises.¹

What are the noticeable signs of intoxication?

These symptoms or signs are not exhaustive, and not necessarily conclusive of intoxication

Speech

- slurring words
- rambling or unintelligible conversation
- incoherent or muddled speech
- loss of train of thought
- not understanding normal conversation
- difficulty paying attention.

Balance

- unsteady on feet
- swaying uncontrollably
- staggering
- difficulty walking straight
- cannot stand, or falling down
- stumbling
- bumping into or knocking over furniture or people.

Coordination

- lack of coordination
- spilling drinks
- dropping drinks
- fumbling change
- difficulty counting money or paying
- difficulty opening or closing doors
- inability to find one's mouth with a glass.

¹ The (GL4002) Secretary's Prevention of intoxication on licensed premises guidelines is issued under section 73(5A) of the *Liquor Act 2007*.

Intoxication Guidelines

Behaviour

- rude
- aggressive
- belligerent
- argumentative
- offensive
- bad tempered
- physically violent
- loud/boisterous
- confused
- disorderly
- exuberant
- using offensive language
- annoying / pestering others
- overly friendly
- loss of inhibition
- inappropriate sexual advances
- drowsiness or sleeping at bar or table
- vomiting
- drinking rapidly.

Standard drinks

The concept of a standard drink enables people to keep track of how much alcohol they are consuming. A standard drink contains 10 grams of pure alcohol.

The [Standard drinks guide](#) can be used to help identify how many standard drinks have been consumed and is available from health.gov.au

How else to determine if someone is intoxicated

Make observations:

- Does the person smell of alcohol?
- How long has the person been drinking?
- When did the person enter the premises?
- Was the person affected by alcohol when they arrived?
- What type of alcohol has been consumed?
- How much alcohol have you seen the person drink?

Your observations will help you form a reasonable belief as to whether the person is intoxicated as a result of alcohol consumption.

Talk to the person and their friends to help determine whether the person is intoxicated or becoming intoxicated.

Reasonable belief that a person is intoxicated

The law requires you to form a reasonable belief that the person is intoxicated as a result of alcohol consumption. It is all right if you refuse service to a person on the basis of this belief, even if you are wrong.

Reasonable grounds for a belief that a person is intoxicated are what a reasonable person would believe in the circumstances, taking into account the relevant knowledge and facts presented.

You should be sure of your reasons for refusal of service and these reasons should not be discriminatory, for example due to race, sex, or disability.

A person has the right to take the matter to Anti-Discrimination NSW Board if they feel they have been subjected to discrimination.

Are there conditions that may result in a person exhibiting symptoms/signs similar to that of intoxication?

Some medical conditions, disabilities or the use of drugs may cause similar behaviours without the person being intoxicated as a result of alcohol consumption.

Prior to refusing service on the basis that a person is intoxicated, you should endeavour to determine whether the person has a medical condition or disability which may cause signs or symptoms similar to intoxication.

If the person has a medical condition or disability, it is likely that their friends will be able to tell you. Be sensitive to a person's right to privacy.

Examples only:

- acute infections
- acquired brain injury
- brain trauma/tumours
- delirium
- diabetes/hypoglycaemia
- epilepsy
- head injuries
- pneumonia
- seizures and post seizure states
- stroke.

Even though a person may have a pre-existing condition, if you have observed the person consuming alcohol and the person has been drinking for some time, then it may be reasonable to form a belief that the person is intoxicated as a result of alcohol consumption.

Intoxication Guidelines

- Slow service down for the patron.
- Wait for the patron to re-order.
- Don't automatically top up drinks.
- Do not conduct any activity or promotion that will result in patrons engaging in irresponsible, rapid, or excessive consumption of liquor.

Drink spiking

Drink spiking is when someone deliberately adds alcohol or another drug to someone's drink without their knowledge or permission. This can lead to negative consequences such as assault and sexual violence, with one in three drink spiking incidents being associated with sexual assault. Drink spiking is illegal in all Australian states and territories. In NSW, drink spiking is an offence under section 38A of the *Crimes Act 1900* which carries a maximum penalty of 2 years in prison.

The most common ways to spike a drink is by adding alcohol to a non-alcoholic drink or adding extra alcohol (double/triple shots). A range of drugs can also be used to spike a drink which is added to alcohol to act as a powerful sedative. Majority of victims are unable to detect that they have been spiked through sight, smell or taste because these substances are often colourless and odourless.

Everyone who works in a licensed premises, including security staff, have a part to play in preventing drink spiking. It is important to be aware of signs that someone's drink has been spiked. Symptoms will vary for a variety of reasons. For a drink spiking incident with alcohol, it will depend on how much alcohol was consumed prior to the incident, current prescriptions, tolerance levels, the venue environment, and the drink spiking dosage. With a drink spiking incident with drugs other than alcohol, it is dependent on the type of drug used. Look out for a sudden or extreme intoxication inconsistent with the amount of alcohol they have consumed.

Symptoms may include:

- confusion
- nausea or excessive vomiting
- hallucinations
- disorientation
- inability to communicate clearly (for example slurred speech and unresponsiveness)
- paranoia
- poor coordination
- poor visibility
- unconsciousness.

What to do if someone's drink has been spiked?

Call police (and the ambulance) if you witness a drink spiking. If someone reports a drink spiking incident, an assessment of the situation is required to work out the best course of action. Steps to ensure everyone's safety should include:

Listen

- Listening and believing is the vital first step in supporting someone who has been affected. If someone suspects a drink has been spiked you should listen, stop what you are doing, pay attention and focus on the information the person is giving you.

Work with emergency services

- Call the police if the alleged perpetrator is still present, especially if they are behaving violently.
- Call an ambulance if the victim requires medical attention, especially if they are unconscious, and advise them that you suspect the person's drink may have been spiked.

Gather information for police

- Gather information and report the incident to the police as soon as possible, and record the matter in your incident register (if you are required to have one).
- If a request is made for the police not to be contacted, be mindful of who is making the request; is it in the best interests of the individual; do they have the capacity to agree to this request? Ensure anyone offering to help is a friend and can be fully trusted. If in doubt, intervene. Take a record of names, ID and exchange contact details if you can.

Work with police

- If the person affected has vomited, this and any contaminated clothing should be brought to the attention of the police.
- It is best practice to preserve any CCTV recordings. You may be asked if the CCTV can be viewed in situ to identify any suspects at the earliest opportunity. CCTV evidence can be provided electronically.
- If the perpetrator is still present, they should be identified to the police immediately. If there is a suspect identified you should circulate the details with your local police.
- If possible, secure the drinking vessel (e.g. glass) alleged to have been used in the offence, including any liquids for analysis.

Note some high-risk premises and those located in the Sydney CBD and Kings Cross precincts have to comply with crime scene preservation requirements. This requires venue staff to call police where there is an act of violence involving an injury to a person on the premises.

LQ3560_02/2025

Intoxication Guidelines

What to do next

If you witness a drink spiking incident or someone has reported to you or your staff that they have had their drink spiked, do not let the victim leave the venue alone or with anyone you are suspicious about. You should ensure they have a planned journey home and are accompanied by someone they know and trust, once they have been attended to by police, and evidence has been gathered.

If they are unable to arrange their own transport home, organise safe transport on their behalf with a taxi or ride share service, or by referring the patron to support services.

What to do if someone is intoxicated

If there are reasonable grounds for you to form a belief that someone is intoxicated as a result of alcohol consumption, you must refuse service to that person. Under the law the person must also be asked to leave the premises.

Procedures for dealing with intoxication incidents should be in place and staff should be trained in these procedures.

When refusing service to a person:

- Introduce yourself to the person. Tell them your name and your role, and ask their name.
- Approach the person in a friendly and respectful manner. Patronising or authoritarian attitudes can often evoke anger and make the person more aggressive – this is a common response to threats to one's dignity and self-respect. Try not to speak to the person in front of others.
- When talking to the person: use their name; use slow, distinct speech; use short simple sentences; avoid emotion and involved discussions; use appropriate eye contact (limit for cultural reasons); and adjust speaking pace to match the patrons.
- Give a clear, concrete statement that by law they cannot be served another drink.
- Notify the manager/licensee/supervisor or security. Also notify other bar staff that you have refused service to the person. If a shift change is nearing, notify the new staff.
- Give a clear instruction that the person must leave the premises. If necessary, guide them to the exit, ensuring that they have all their personal possessions with them.
- If the person refuses to leave then you should contact the police for assistance in removing the person from the premises.
- If considered necessary, management may consider imposing a short term ban.

It is recommended that venues make a record of their actions and interactions with patrons who are identified as intoxicated in or around their venue. This record should be made within an approved incident register (if this is required for your licence).

The Liquor & Gaming NSW website has a number of resources which provide further information on refusing entry or removing patrons from a premises.

See the FS3030 'Refusal of entry and patron bans/barring' fact sheet for further information on refusing entry or removing patrons from a premises, or search for 'refusing entry' at liquorandgaming.nsw.gov.au

Penalties

Supplying alcohol to an intoxicated person can be very expensive. The licensee or staff can be fined up to \$11,000 or be issued with an on-the-spot fine by way of a penalty notice. It is also an offence for other patrons to supply alcohol to an intoxicated person, with a maximum fine of \$1,100 applying.

Supplying alcohol to an intoxicated person is also a category 1 demerit offence. Demerit offences result in additional loadings attached to the annual liquor licence fee of a venue. More information on this is available at liquorandgaming.nsw.gov.au

Publication details

These guidelines are published by the Secretary, NSW Department of Creative Industries, Tourism, Hospitality and Sport, under section 5 of the *Liquor Act 2007*. They are designed to assist you to determine whether or not a person is intoxicated.


For further information?

Visit liquorandgaming.nsw.gov.au for more information about the liquor laws. Subscriptions to our e-news service are also available from this site.

Access to the liquor laws – the *Liquor Act 2007* and the *Liquor Regulation 2018* – is available from liquorandgaming.nsw.gov.au

To find out more about the liquor laws, contact L&GNSW:

 liquorandgaming.nsw.gov.au

 1300 024 720

 [Contact us online](#)

LQ3560_02/2025

HORNSBY RSL CLUB

Plan of Management

APPENDIX E

LIQUOR PROMOTION GUIDELINES ISSUED BY LIQUOR AND GAMING
NSW DATED 26 MARCH 2025

ATTACHMENT 2 - ITEM 1

DESIGN COLLABORATIVE
252159.4P



Liquor Promotion Guidelines

Introduction

Promotions and activities that surround the sale and supply of alcohol can have a significant influence on patrons and the way they behave.

Undesirable or poorly managed liquor promotions can encourage people to drink irresponsibly and excessively, leading to alcohol-related violence, anti-social behaviour and adverse health impacts.

Promotions that appeal to minors and that are indecent, offensive, or are generally not in line with community standards can also encourage risky drinking and may lead to behaviours which harm or offend others.

Ensuring liquor promotions are run responsibly helps to minimise the harm that can arise. It also makes good business sense and supports the sustainability and responsible development of the hospitality industry in NSW.

The Secretary, Department of Creative Industries, Tourism, Hospitality and Sport, has the power to ban or restrict 'undesirable' liquor promotions run by licensed venues in NSW by issuing a notice under section 102 of the *Liquor Act 2007* (the Act). The Secretary can

also issue a notice to ban or restrict 'undesirable' promotions of non-alcoholic products held out to be 'beer, wine or spirit' if it is deemed 'undesirable'. This notice can be issued to a licensee or other person, where applicable.

Before the Secretary can exercise this power, publicly available guidelines must be released under section 102(4) of the Act. These Guidelines fulfil this requirement and indicate the kinds of promotions or activities that the Secretary would consider being the subject of a notice.

Under section 102A of the Act, the Secretary is also able to ban or restrict any activities at licensed premises that are likely to encourage the misuse and abuse of liquor. This does not require guidelines and can be relevant for promotional activities as well as broader activities run on licensed premises.

The Secretary may also ban or restrict licensees from selling or supplying specific liquor products where they are considered 'undesirable' under section 101 of the Act.

Running promotions responsibly in NSW - The Law

What are my obligations as a licensee?

All licensees and staff have obligations under the *Liquor Act 2007* (the Act) to maintain responsible attitudes and practices towards promoting and selling alcohol.

These Guidelines convey principles for running promotions responsibly in NSW, and help to set standards for licensees to follow by providing examples of unacceptable practices.

If a licensee runs a promotion that is inconsistent with any of the principles or related standards set out in the Guidelines, they may be subject to regulatory scrutiny and intervention.

Liquor & Gaming NSW actively monitors liquor promotions run by licensed venues and also assesses complaints raised by the public.

Liquor Promotion Guidelines

What makes a promotion undesirable?

A promotional activity can be 'undesirable' and subject to a ban or restriction if the Secretary considers it contravenes one of seven principles in section 102 of the Act. These include that a promotion:

1. Must not have a special appeal to minors, because of the design, names, motifs or characters in the promotion that are, or are likely to be, attractive to minors, or for any other reason.
2. Must not be indecent or offensive.
3. Must not involve the use of non-standard measures that encourage irresponsible drinking and is likely to result in intoxication.
4. Should not use emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication.
5. Should not involve the provision of free drinks, or extreme discounts or discounts of a limited duration, that creates an incentive for patrons to consume liquor more rapidly than they otherwise might.
6. Should not otherwise encourage irresponsible, rapid or excessive consumption of liquor.
7. Should not otherwise be considered to not be in the public interest.

What can I do to ensure a promotion complies?

When running promotions licensees should always consider how the principles apply, as well as what actions they can take to minimise any risk of harm.

Examples of unacceptable promotions that are clearly inconsistent with the principles and must not be undertaken are provided in these Guidelines to help demonstrate relevant standards in relation to each principle. However, they are not intended to be a definitive list of what can and cannot be done.

The Guidelines also include information about some of the practical steps that can be taken by licensees to help manage any associated risks

What happens if my promotion doesn't comply?

If a licensee runs a liquor promotion that may be considered 'undesirable' it can be actively investigated by Liquor & Gaming NSW.

Typically, Liquor & Gaming NSW will first contact the licensee to seek an explanation when there are concerns that standards are not being met, and may request changes or withdrawal of the promotion.

If any concerns are not addressed then the Secretary, or a Liquor & Gaming NSW delegate, can restrict or prohibit any promotion considered to be undesirable by issuing a written notice under section 102 of the Act.

A notice may also be issued under section 102A to restrict or prohibit any activities likely to encourage the misuse or abuse of liquor.

If a licensee does not comply with a notice, they face fines of up to \$5,500.

What promotions do the Guidelines apply to?

NSW licensees should be mindful that the Guidelines apply to all types of promotional activities by all licensees - whether they are run within the premises, using traditional advertising channels like flyers or posters or for online sales using digital platforms, tools and technologies. Some examples of digital marketing include brand websites, instant messaging, blogs, smartphone applications, social channels (Instagram, Facebook, Twitter, Snapchat, Tik Tok), YouTube, podcasts, online/banner advertising, email marketing or SMS.

The Guidelines extend to any kind of promotions, including digital marketing activities, that use social media influencers or other third parties, including any promoters engaged by a licensee as well as any user-generated comments on an account owned by a licensee.

The Guidelines also apply across different licensed environments where alcohol is being promoted:

- for consumption on premises
- for take-away, including online delivery services.

Past examples of promotions investigated by Liquor & Gaming NSW are included in the Guidelines to help demonstrate how each of the principles apply in these different contexts.

What are my obligations as a non-licensee regarding non-alcoholic products?

Alcohol-free products are now able to be sold at licensed and unlicensed premises. This change allows non-alcoholic products labelled or promoted as 'beer, wine or spirits' to be sold without a liquor licence, where they do not contain more than the 1.15% ABV threshold considered to be 'liquor' under the Liquor Act 2007.

However, these products should never be promoted in ways that could be considered to have special appeal to minors or pose significant risk to public safety and community wellbeing. In these circumstances, regulatory action could be taken in line with these Guidelines.

Under Section 102(5) of the Liquor Act 2007, the sale and supply of these products must still comply with these Guidelines but only in relation to Principle 1 'appeal to minors' and Principle 7 'Not in Public Interest'.

Liquor & Gaming NSW will respond to community complaints in relation to the sale and supply of these products and may take action where any business acts irresponsibly when promoting or selling them.

Liquor Promotion Guidelines

Principle 1 - Appeal to Minors

Promotions must not have a special appeal to minors, because of the design, names, motifs or characters in the promotion that are, or are likely to be, attractive to minors, or for any other reason.

Explanation

It is illegal to sell alcohol to minors or to supply alcohol to minors on licensed premises.

Promotions that hold particular appeal to minors can pose a significant risk as they may lead to increased levels of alcohol-related harm in a vulnerable group.

The National Health and Medical Research Council Guidelines refer to the increased risks of harm from alcohol for minors. Early drinking is related to increased alcohol consumption in adolescence and young adulthood. These drinking patterns are also related to the possibility of damage to the developing brain and development of alcohol-related harms in adulthood.

Principle 1 'appeal to minors' applies to both liquor products and non-alcoholic products held out to be 'beer, wine or spirit', and can apply to both licensees or other persons involved in the sale or supply of those products.

Examples of unacceptable promotions

- Using characters, imagery, motifs, naming or designs that would appeal to minors.
- Including merchandise that primarily appeals to minors.
- Using interactive games or technology that would appeal to minors.
- Using images of people that look under 18 years of age that suggests they are or have been consuming liquor or may be about to.

Managing related risks

Care should be taken in using celebrities or other role models that have a special appeal to minors as part of the promotion of relevant products. This may be construed as having a special appeal to minors under the Act.

Licensees and other persons involved in the sale or supply of relevant products should also exercise extra caution if running any promotions in environments where young people are more likely to be present.

For example, minors can readily be exposed to promotional material published over digital and social media platforms.

Placing promotional material at or close to primary or secondary schools, or other areas mostly used by minors, is likely to be 'unacceptable' in all cases.

Minors can no longer access most licensed premises, unless in the company of a responsible adult. However, it is still important for licensees to be aware of their presence when running any promotions on-site.

Principle 1 'Appeal to Minors' applies to both liquor products and non-alcoholic products held out to be 'beer, wine or spirit', and can apply to both licensees or other persons involved in the sale or supply of those products. Promoting non-alcoholic products held out to be 'beer, wine or spirits' in a way that is likely to appeal to minors could send a message that underage drinking is acceptable in society. Non-alcoholic products are often manufactured and packaged to look just like existing alcohol products, and often carry the same company branding.

Past examples of promotions that have been investigated

On-premises environment

- Cartoon animal characters that would appeal to minors were depicted on a hotel's Facebook page promoting a liquor activity.

Take-away environment

- A take-away liquor store packaged bottles of vodka with a box of Skittles and included instruction on how to mix Skittle bombs.
- Images on a licensee's Facebook page depicted young people in a heavily drunken state.
- An image on a licensee's Facebook and Instagram account paired an image of a large crowd of young people at a concert with a large-sized bottle of liquor on stage with the provocative title 'Raise your hand if you have been personally victimized by vodka'.

Liquor Promotion Guidelines

Principle 2 – Indecent or Offensive

Promotions must not be indecent or offensive.

Explanation

The use of indecent or offensive material in a liquor promotion is of poor taste and is against general community standards.

While determining what is indecent or offensive can be subjective, licensees should be mindful of what would reasonably be considered offensive in the broader community.

Indecent and offensive promotions may be a catalyst for crime or violence, including sexual crime against women.

Examples of unacceptable promotions

- Using images, including of human bodies, that may be considered offensive to a reasonable adult.
- Offering free or discounted drinks for participating in an activity that may be offensive to a reasonable adult present on the premises, for example, encouraging participants to remove items of clothing.
- Using insulting or offensive language.
- Using any form of discriminatory, demeaning or vilifying language or imagery.
- Using sexual, degrading or sexist images, symbols, figures or innuendo.

Managing related risks

Some drink brands and cocktails have provocative language in their names. While the sale of these products is largely accepted in society, care should be taken not to use language that may be insulting or offensive as a key part of the branding of any related liquor promotions. Branding a promotion with this language is likely to be considered 'undesirable'.

Caution should be exercised in promoting these products within or externally to a venue to limit the potential to cause offence.

Past examples of promotions that have been investigated

On-premises environment

- A hotel's Facebook post promoted ANZAC Day celebrations using sexual imagery with the title 'Let's re-enact Gallipoli;' 'Screw battle, we're getting drunk;' and 'Terrible shape for Dawn Service.'

Take-away environment

- A producer/wholesaler posted a promotion for a liquor product on its Facebook and Instagram pages depicting the consumption of liquor with sexual acts.
- A producer/wholesaler shared a video on its Facebook page created by another account user which promoted cheap liquor and excessive drinking using obscene language. The video was tagged 'Like, watch and share'.

Liquor Promotion Guidelines

Principle 3 – Non-Standard Measures

Promotions must not involve the use of non-standard measures that encourage irresponsible drinking and is likely to result in intoxication.

Explanation

A standard measure is the level of alcohol used to work out safe drinking levels. Standard measures enable patrons to make informed decisions about their alcohol intake. In Australia, a standard measure contains 10 grams of pure alcohol. Licensees may refer to the National Guidelines for Alcohol Consumption on the Australian Department of Health website for further details on standard measures.

Where standard measures are not used the likelihood of irresponsible drinking is increased as the alcohol content of the drink is unknown.

This principle, and the use of standard measures, is most relevant for promotions that offer liquor for consumption on licensed premises.

Separate requirements apply to packaged liquor sales to ensure standard drink information is clearly stated on liquor products (Food Standards Australia New Zealand) and to restrict the sale or supply of undesirable liquor products that may encourage irresponsible drinking (section 101 of the Act).

Examples of unacceptable promotions

- Encouraging the consumption of liquor in a yard glass for skolling.
- Encouraging the consumption of laybacks, slammers, blasters, bombs or consumption from a water pistol or test tubes.
- Encouraging an individual to purchase and consume on their own an alcoholic drink intended to be shared (that is, a drink containing a significant number of standard drinks).
- Encouraging the consumption of multiple shooters or shots by an individual.

Managing related risks

Care needs to be taken where liquor is being served in vessels that are not well recognised (e.g. schooner or wine glass) to ensure patrons have the ability to judge how much they consume.

If a promotion is being undertaken where an alcoholic drink is being sold in a large volume (such as jugs) or 'novelty' drinkware (such as teapots or jam jars) the following approach should be taken:

- Accurate standard measures should be used to pour the drink into the vessel.
- If the drink is meant to be shared, standard sized drinking vessels should be provided.
- Patrons should be made clearly aware of the alcohol content of the drink. For example, details of the number of standard drinks should be available on the drinks menu or on other suitable promotional material for the drink such as posters.

Past examples of promotions that have been investigated

On-premises environment

- A hotel supplied liquor in three litre cocktail balloons and two litre towers. Large vessels such as these can make it difficult for patrons to monitor their rate of alcohol consumption.
- A registered club promoted 'Mid-week Fishbowl Cravings' offering cocktails served in fishbowls with a straw.
- A hotel promoted \$10 cocktail buckets where patrons consumed the cocktail directly from the bucket with straws.

Liquor Promotion Guidelines

Principle 4 – Emotive Description or Advertising

The promotion should not use emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication.

Explanation

The use of emotive descriptions in a liquor promotion can encourage irresponsible drinking.

A promotion that focuses on drinking irresponsibly or uses emotive descriptions to encourage excessive or rapid drinking can influence the actions of consumers and increase the likelihood of drinking to excess, intoxication and other alcohol related-harm.

Examples of unacceptable promotions

- Promoting events which focus primarily on the excessive consumption of alcohol e.g. 'Mad Monday'.
- Using language, labelling or titling that suggest irresponsible or excessive consumption of alcohol (e.g. 'Drink like a fish', 'beat the clock' and challenges to drink within certain timeframes).
- Engaging a person who, as part of the promotion, enthusiastically talks up excessive consumption of alcoholic beverages, encourages intoxication or irresponsible or illegal behaviour.
- Encouraging consumers to get drunk. This may involve the use of language images or slogans such as 'drink till you drop' or 'drink your money's worth'.
- Encouraging patrons to post pictures on social media of themselves in an intoxicated state.

Managing related risks

Licenses should take particular care in determining whether the name of a promotion or any promotional material used contains descriptions that may encourage irresponsible drinking.

Past examples of promotions that have been investigated

On-premises environment

- A hotel promoted a challenge to drink 30 tequila shots in 10 minutes. The challenge encouraged excessive drinking and posed significant risk to patron health and safety.
- A restaurant promoted a five-litre beer stein challenge for Oktoberfest.
- A bar promoted frozen cocktails with the tag line 'let's get slushie sloshed.' Emotive tag lines may encourage people to drink irresponsibly.
- A hotel challenged patrons to drink six beers in 60 minutes.

Take-away environment

- A takeaway liquor store promotion used the words 'stock up, party and don't risk running out of drinks.'

Liquor Promotion Guidelines

Principle 5 - Extreme Discounts

Promotions should not involve the provision of free drinks or extreme discounts, or discounts for a limited duration that create an incentive for patrons to consume liquor more rapidly than they otherwise might.

Explanation

Discounting alcohol can be used as a marketing tool for licensees to encourage business. However, discounts should not be excessive to the point where the promotion could encourage irresponsible drinking and intoxication.

Examples of unacceptable promotions

- Providing free drinks which encourage rapid consumption of alcohol (e.g. all you can drink in a limited time frame).
- Using drink cards, promotional cards, vouchers or shopper docket which encourage rapid consumption of alcohol over a short period of time (e.g. \$50 voucher redeemable between 9pm and 10pm).
- Promoting happy hours encouraging or facilitating the rapid consumption of alcohol.
- Promotions that link the consumption of alcohol to unpredictable events (e.g. free drinks until the first points scored).
- Encourage the purchase of large amounts of alcohol with rewards of free or discounted drinks (e.g. buy six drinks and get two free drinks) to be redeemed within the same trading period.
- Run for very short periods, creating incentive for patrons to stockpile or consume liquor rapidly.
- Run for extended periods over two hours, where patrons may drink more than they otherwise would.
- Offer 'all you can drink' for a set price or long periods of free drinks (e.g. \$50 entry and free drinks all night).
- Involve discounts of greater than 50% off the normal retail price.

Managing related risks

It is important for licensees to consider implementing harm minimisation measures to reduce any risk of irresponsible drinking and intoxication that can arise from discounting practices. Licensees need to be aware that some discount promotions pose higher risks and are likely to be 'unacceptable' unless these risks are managed appropriately.

There are a range of measures licensees can adopt to reduce the risk from discount liquor promotions, such as controls on the timing, drinks limits, promoting lower strength drinks, and close monitoring of patron behaviour on the premises during and after discount promotions.

Licensees should be cautious in offering discounts on drinks associated with rapid alcohol consumption (e.g. shots). Extreme discounting of any product designed for rapid consumption, whether for consumption on-premises or for take-away, is likely to be unacceptable.

Additional Information

Across the hospitality industry, there are a range of businesses that offer functions packages inclusive of all drinks for a set price (such as wedding packages, corporate events, etc). The Guidelines do not seek to prevent this type of activity. However, it is the responsibility of licensees to ensure the function is run safely and alcohol is served responsibly.

Past examples of promotions that have been investigated

On-premises environment

- A hotel promoted \$2 beers, this being at significant discount from the hotel's regular sale price.
- A restaurant promoted unlimited sake for two hours for \$17.90 per person.
- A night club promoted a \$30 door charge which included free house spirits, beer, wine and cider from 9pm till 3am.
- A hotel State of Origin promotion offered free middies until the first points scored.

Take-away environment

- A takeaway liquor store promoted packaged single shots for 50c each. Extreme discounts on products designed for rapid consumption are likely to encourage irresponsible consumption.

Liquor Promotion Guidelines

Principle 6 – Irresponsible, Rapid or Excessive Consumption

Promotions should not otherwise encourage irresponsible, rapid or excessive consumption of liquor.

Explanation

Licensees should always be mindful that liquor promotions they run do not encourage people to drink irresponsibly, rapidly or excessively.

It is important to consider how and when any alcohol will be consumed as a result of any promotion, and what related measures could help manage the risk of people drinking irresponsibly.

While promotions such as happy hours, competitions and games can enliven the environment on licensed premises, if not well managed they may incentivise irresponsible or excessive consumption.

Licensees should take care to ensure these types of promotions do not encourage people to drink in greater amounts or faster than they otherwise would.

Examples of unacceptable promotions

- Using drinkware which encourages rapid consumption, such as test tubes, water pistols or yard glasses.
- Drinking games, competitions, challenges, dares, scoreboards, lotteries or games of chance that involve the rapid or excessive consumption of liquor (e.g. beer pong, skolling games, flip and win, 'around the world', '60 shots in 60 minutes', pub golf).
- Challenging or daring patrons to drink a particular drink because of its higher alcohol content.
- Happy hours occurring late into the trading period or early hours of the morning.
- Encourage the stockpiling of drinks.
- Encourage alcohol to be consumed with kava in a single drinking session. Mixing kava with alcohol can increase the intoxicating effects of alcohol.¹ NSW licensed premises should not offer kava to patrons. Liquor & Gaming NSW would consider the service and consumption of kava and alcohol at licensed premises to go against responsible service of alcohol practices.

Managing related risks

While some competitions and games involving alcohol consumption are 'unacceptable', others can help to create enjoyable and safe environments in venues if run responsibly. Licensees should ensure that consuming alcohol is not required to take part in any competition or game. If there is a prize on offer, licensees are also

encouraged to offer prizes other than liquor, such as meals, movie tickets or other products.

It is common for licensees to run happy hours to promote their business. When run responsibly, with suitable limits on duration, timing and frequency, this poses limited risk of irresponsible drinking.

There are many different harm minimisation measures licensees can adopt to manage risks relating to irresponsible, rapid or excessive consumption of alcohol from broader liquor promotions. A detailed summary of practical steps licensees can take is included at page 10 of these Guidelines.

Past examples of promotions that have been investigated

On-premises environment

- A restaurant promoted a Soju Bomb challenge on its Facebook page encouraging diners to create a new record for the number of bombs consumed in a sitting.
- A hotel promoted drinking games linked to scissor, paper, rock and toss the boss on its Facebook page. These and similar games, are unacceptable as they encourage patrons to drink more and in a shorter timeframe than they otherwise would.
- A karaoke venue's house policy instructed staff to 'make customers drink more.' Staff should never encourage patrons to drink more. This is an unacceptable practice.
- A bar encouraged patrons to pair sparkling wine with kava known as a 'washdown'. Licensees should never promote or encourage patrons to mix alcohol and kava.

Take-away environment

- A hotel promotion offered the chance to win 100 cans of beer when patrons download a mobile phone app.
- A hotel promoted a competition to win your height in a canned premixed alcoholic drink.

¹NSW Health advice recommends against mixing kava and alcohol. There is evidence that consuming kava and alcohol at the same time can cause increased intoxication and drowsiness, impaired reflexes and increased risk of liver damage. Further information on kava can be found at [NSW Health's website](#).

Liquor Promotion Guidelines

Principle 7 – Not in Public Interest

Promotions should not otherwise be considered to not be in the public interest.

Explanation

A range of liquor promotions may not necessarily promote rapid or excessive consumption of alcohol, or meet the other principles in the Guidelines, but may be considered undesirable as they are not in the public interest.

Generally, if something is not in the public interest it goes against principles of fairness, equity, decency or lawfulness in society. Public interest is linked to the wellbeing of the community or risk of detriment to the community at large.

Licensees need to ensure promotions do not contain discriminatory or demeaning content, or promote unlawfulness.

Principle 7 'Not in the public interest' applies to both liquor products and non-alcoholic products held out to be 'beer, wine or spirit', and can apply to both licensees or other persons involved in the sale or supply of those products.

Examples of unacceptable promotions

- Using images or messages that could be seen to be encouraging or condoning breaking the law or other anti-social behaviour.
- Using images or messages which link the promotion of alcohol with illicit drugs or allude to drug taking behaviour.
- Associating liquor consumption with aggressive or violent behaviour towards other people.
- Including discriminatory elements into a promotion such as a gender-based free drinks or discounts (e.g. 'women drink free').

Past examples of promotions that have been investigated

On-premises environment

- A hotel promoted a jelly wrestling event to raise money for a charity. VIP tickets were on sale that included unlimited drinks for three hours. The event schedule also included boat race drinking games. The promotion was not consistent with several principles in the Guidelines. It was therefore considered to not be in the public interest.
- A club promotion alluded to drug usage with the consumption of shots. The promotion was titled 'Shots or Lines'.

Take-away environment

- A social media account associated with a producer/wholesaler shared a video of two males jumping off letter boxes with the caption 'Sink a couple and you too will become a gymnastics gold medalist #undertheinfluence.' Promoting any inappropriate activity while under the influence of alcohol is against the public interest.

Liquor Promotion Guidelines

Harm Minimisation Measures

What additional steps can licensees take to ensure their promotions are run responsibly?

Licensees should never run promotions identified in these Guidelines as being 'unacceptable'.

Beyond that, licensees also need to actively consider the risk of harm from any other liquor promotion activities.

There can often be risks that need to be managed through appropriate harm minimisation measures. It's up to individual licensees to manage and minimise these risks within their own business environment.

Adopting harm minimisation measures can help ensure liquor is consumed responsibly, and allows patrons to enjoy safer environments together with the benefits of a promotion. This makes good sense for the business and supports responsible industry development. It also reduces the potential for serious liquor law breaches.

On-premises environment

For venues selling liquor for consumption on the premises, it is particularly important to plan for, control and monitor how promotions could impact patrons and ensure it does not encourage excessive drinking and intoxication on the premises. Some suggested steps licensees can take to reduce risk with running liquor promotions include, but are not limited to:

- Consider the timing of a promotion

Time of day – Licensees should be mindful of the times they run promotions and consider doing so at a time that poses lower risk. Running a promotion during certain times of the day can pose higher risks of irresponsible consumption. Promotions run earlier typically pose less risk than during the later trading period (e.g. before 10pm), as patrons are less likely to have consumed as much and more likely to have eaten.

Duration – Where the duration of a promotion is either too short or too long it can elevate the risk. Short promotions may encourage patrons to consume alcohol rapidly (e.g. discounted drinks for the first 10 minutes of each hour). Promotions that run for too long can pose a risk of patrons drinking excessively over an extended period, especially where they have been at the same venue for a number of hours. Licensees should appropriately time the duration of promotions to reduce the risk of irresponsible drinking. For example, happy hours should not exceed one to two hours.

Frequency – Running multiple promotions during a single trading period can increase the likelihood of patrons drinking excessively, especially if patrons have been at a particular venue for a long time, and can take advantage of multiple promotions. Licensees should consider restricting the number of promotions run over a single trading period.

- Consider placing limits on volume and strength

Drink limits – A drink limit on the number of drinks a person can purchase during a promotion, or each visit to the bar, provides an opportunity for patrons to enjoy the benefit of a promotion while facilitating responsible service of alcohol. For example, maximum two drinks per person.

Liquor strength – Drinks containing high alcohol content can lead to patrons to become intoxicated quickly. Offering drinks containing lower alcohol content in a promotion is an easy way to reduce the likelihood of intoxication.

- Monitor and manage patrons during promotions

Drink stockpiling – Bar staff should always keep a look out for patrons who try to stockpile several unconsumed drinks. Stockpiling drinks poses a significant risk of excessive or rapid intoxication. Where bar staff see a patron attempting to do so, they should cease any further service.

RSA marshals – Employing RSA marshals during the course of a promotion can help venues monitor consumption of alcohol. It also makes it easier to identify and respond early to patrons who may be at risk of becoming intoxicated.

Take-away environment

For venues selling liquor for take-away it is important to consider and apply appropriate harm minimisation measures that are suitable for the take-away business environment.

- Consider placing limits on coupons

Discount promotions such as discount vouchers, cards or 'shopper docket' without purchase limits or other suitable controls in place can pose a risk of irresponsible drinking. If using coupons, licensees should consider applying limits on the volume of alcohol that can be purchased and/or restricting their use to one per person.

Liquor Promotion Guidelines

Online sales environment

L&GNSW takes a case-by- case and risk-based approach to monitoring and/or taking action against specific online marketing tools. However, for licensees selling and delivering alcohol online, it is important to plan for, monitor, and implement effective control measures to mitigate against the harms associated with the online sales environment. In particular, the increased risk of excessive and rapid alcohol consumption, targeting vulnerable consumers and appealing to minors. Some voluntary steps licensees can take to reduce these risks include:

- Consider limiting discounts and bulk buying offers
Advertising products online using discounts and bulk buying options or sending out emails offering either free or discounted deliveries can encourage higher risk alcohol consumption.
- Consider including health warnings on your website
Consider displaying health warnings about the risks of alcohol use and a link to direct consumers to the [Australian Guidelines](#).
- Do not engage in predatory digital marketing
Consider avoiding targeted advertising, the use of push notifications or 'buy now' buttons as a tool in your digital marketing. These may promote excessive and rapid alcohol consumption and targets people who are most vulnerable.
- Use age restriction, targeting or affirmation technology tools to limit access to digital marketing by minors
Take advantage of options available online such as age affirmation and restriction tools in order to limit online access to alcohol marketing material to users of legal purchase age or over. Further detail is set out in [ABAC's Best Practice for Responsible Digital Marketing guide](#). In addition, information relating to the sale of liquor in the online environment can be found in Retail Drinks Australia's Online Alcohol Sale and Delivery Code of Conduct.'

All licensed environments

- Apply common sense in discounting liquor
Discounts on alcohol designed for rapid consumption, such as shots, may pose significant risk of irresponsible drinking. Licensees should limit discounts on these products to ensure they are not excessive. It is also important to consider the normal retail price in determining the discount size. A 75% discount on an expensive bottle of wine may have a different effect to 75% off pre-packaged shots or cask wine.
- Apply strict controls on what promoters do for you
When a licensee engages any third party to run a promotion on their behalf, it is important to ensure it still complies with principles and standards set by the Guidelines. A notice may be issued to the licensee where a third party runs a promotion on their behalf that is considered undesirable.
- Be cautious in offering liquor as a prize
Licensees are encouraged to consider offering prizes other than liquor, particularly where the liquor can only be consumed on the licensed premises and there is increased risk of patrons consuming more than they otherwise would. If liquor is being offered as a prize in a trade promotion lottery, restrictions apply on how much liquor can be included. Licensees should refer to the NSW Fair Trading website for more details.
- Consider broader national advertising standards
Licensees should understand how their promotions operate within the broader national regulatory frameworks for alcohol advertising. This includes available national codes and guidelines relating to responsible advertising and marketing of alcohol. For example, codes such as the Alcohol Beverages Advertising Code (ABAC), available on their website [here](#), or other regulatory and quasi regulatory regimes that are relevant.
- Apply responsible digital marketing practices
Licensees are encouraged to implement and manage their digital marketing in line with the objectives of the ABAC Scheme, [ABAC Best Practice for Responsible Digital Marketing](#).
In addition, information relating to the sale of liquor in the online environment can be found in Retail Drinks Australia's Online Alcohol Sale and Delivery Code of Conduct.

Liquor Promotion Guidelines

For further information

For more information about liquor promotions contact us:

 liquorandgaming.nsw.gov.au

 1300 024 720

 [Contact us online](#)

To make a complaint about liquor promotions please contact the Compliance Unit:

 02 9995 0837

 [Contact us online](#)

Disclaimer

This publication avoids the use of legal language. Information about the law may have been summarised or expressed in general statements. This information should not be relied upon as a substitute for professional legal advice or reference to the actual legislation.

This publication is intended as a guide only. We suggest you seek professional advice when necessary.

These guidelines are subject to periodic review. Please go to liquorandgaming.nsw.gov.au to ensure you are using the latest guidelines.

Edition 2025 (e-publication only)

© State of New South Wales through Department of Creative Industries, Tourism, Hospitality and Sport, 2025. This publication is copyright. You may download, display, print and reproduce this material provided that the wording is reproduced exactly, the source is acknowledged and the copyright, update address and disclaimer notice is retained.



ATTACHMENT 3 - ITEM 1

SOCIAL IMPACT & CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN STATEMENT

THE HORNSBY RSL CLUB

4 HIGH STREET, HORNSBY
LOT 2 DP 817649

August 2025 / 252159.5SIS





DESIGN COLLABORATIVE
Pty Limited

ABN 36 002 126 954
ACN 002 126 954

Town Planning and Liquor Licensing Consultants
www.designcollaborative.com.au

Managing Director
James Lidis
BTP (UNSW)
Registered Planner (PIA)

Director
David Rippingill
BEP (WSU)
Juris Doctor (UNE)
Registered Planner (PIA)

Social Impact & Crime Prevention Through Environmental Design Statement

Prepared for the Hornsby Shire Council

By Design Collaborative on behalf of Hornsby RSL Club Ltd

Extension of Trading Hours

At

4 HIGH STREET, HORNSBY NSW 2077

LOTS 2 DP817649

Se2 Level 8 / 99 York St, Sydney NSW 2000
Ph: (02) 9262 3200 enquires@designcollaborative.com.au

ATTACHMENT 3 - ITEM 1

HORNSBY RSL CLUB

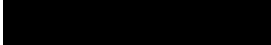
Planning

Planning Team

Lead Author: James Lidis
 Profession: Town Planner
 Qualifications: Bachelor of Town Planning
 Membership: Registered Planner, Planning Institute of Australia
 Role: Managing Director, Design Collaborative
 Co-Authors: Justin Yao

Declaration

I declare that this Social Impact Assessment contains all information relevant to the Application and that the information contained in this assessment is neither false nor misleading.

Signature: 

Date: 21 August 2025

Versions

Version History				
Issue	Date	Description	Prepared	Reviewed
25215986.5SIS	August 2025	Development Application	JY	JL

COPYRIGHT NOTICE © Design Collaborative, 2025

This work is copyright. Apart from any use permitted under the Copyright Act, 1968 no part may be reproduced by any process without prior written permission. This Social Impact Statement has been prepared on behalf of Hornsby RSL Club Ltd for the Hornsby Shire Council. You may make unaltered copies of this document, which must include this notice, for this purpose only. No part of this document may be altered, reproduced or copied for an alternate purpose without the express permission of the copyright holder.

DESIGN COLLABORATIVE
 252159.5SIS



Table of Contents

- 1. Introduction 1
- 2. Methodology 3
- 3. Goal and Scope Definition 4
 - 3.1. The Local and Broader Community 4
 - 3.2. Assessment Criteria 5
 - 3.3. Matters Excluded From This Assessment 6
- 4. Inventory Analysis 7
 - 4.1. Socio-economic Indexes For Area (SEIFA) 7
 - 4.2. Age 8
 - 4.3. Education 9
 - 4.4. Employment 10
 - 4.5. Travel Patterns 12
 - 4.6. Income & Housing Stress 12
 - 4.7. Community Cultural and Linguistic Diversity 13
 - 4.8. Bureau of Crime and Statistics and Research (BOCSAR) 14
 - 4.9. HealthStats NSW Data 16
 - 4.10. Alcohol Consumption Pattern 18
 - 4.11. Liquor and Gaming NSW Data 21
- 5. CPTED & Operational Impact Assessment 23
 - 5.1. Characteristics of the Proposed Development 23
 - 5.2. Crime Prevention Through Environmental Design (CPTED) Principles 27
 - 5.3. Harm Minimisation Strategies 30
 - 5.4. Plan of Management 31
- 6. Scoping the Social Impact of the Application 32
- 7. Result Interpretation 34
 - 7.1. Local and Broader Community Susceptibility to Alcohol-related Social Impact 34
 - 7.2. Assessment of Relevant Planning Controls, Objectives and Considerations 36
- 8. Conclusion 39

HORNSBY RSL CLUB

Table of Contents

LIST OF TABLES

Table 1: Age (source: ABS 2021 Census)9
Table 2: Highest Level of Education – People aged 15 years and over (source: ABS 2021 Census)..... 10
Table 3: People who reported being in the labour force, aged 15 years and over (source: ABS 2021 Census)..... 11
Table 4: Employment type - people aged 15 years and over (source: ABS 2021 Census)..... 11
Table 5: Travel Patterns (source: ABS 2021 Census) 12
Table 6: Income (source: ABS 2021 Census) 13
Table 7: Country of Birth (source: ABS 2021 Census)..... 14
Table 8: Offences and 5 Year Trend in the Suburb, LGA and state (Year to December 2023) 14
Table 9: Rates of Alcohol-attributable Hospitalisation and Deaths per 100,000 residents..... 17
Table 10: Alcohol-related risk of harm: meets the alcohol guideline for adults (%)..... 18
Table 11: Alcohol-related risk of harm: exceeds the alcohol guideline for adults (%)..... 19
Table 12: Alcohol Drinking Frequency in Adults (%) 21
Table 13: Outlet saturation in the Local and Broader Community..... 22
Table 14: Scoping the Social Impact of the Application 33
Table 15: Local and Broader Community Susceptibility to Alcohol-related Social Impacts..... 36
Table 16: Planning Assessment 38
Table 17: Liquor Act Assessment 38

LIST OF FIGURES

Figure 1: Local Community of Hornsby (Basemap: SDT Explorer).....4
Figure 2: Broader Community of Hornsby Shire Council.....4
Figure 3: Local Community IRSAD Score (SEIFA) and Subject Site shown in blue7
Figure 4: Broader Community IRSAD Score (SEIFA) and Subject Site shown in blue8
Figure 5: Local Community Hotspots for Assault (Domestic assault) from July 2023 to June 2024 15
Figure 6: Local Community Hotspots for Assault (Non-domestic assault) from July 2023 to June 2024 15
Figure 7: Local Community Hotspots for Malicious damage to property from July 2023 to June 2024 16
Figure 8: Alcohol attributable hospitalisations from 2002 to 2021 17
Figure 9: Alcohol attributable deaths from 2001 to 2021 17
Figure 10: Alcohol drinking, short term risk in adults by LHD 19
Figure 11: Alcohol drinking, long term risk in adults by LHD 20
Figure 12: Alcohol Drinking Frequency in Adults in the Northern Sydney LHD and All LHDs 21

HORNSBY RSL CLUB

Annexures

Annexures			
No.	Title	Prepared by	Date
1.	Guideline 6 - Social Impact Assessment	Independent Liquor & Gaming Authority	13 October 2021

ATTACHMENT 3 - ITEM 1DESIGN COLLABORATIVE
252159.5SIA

iv

HORNSBY RSL CLUB

Introduction

1. Introduction

This Social Impact Statement (**the SIS**) has been prepared to accompany a Modification Application to permit the Hornsby RSL Club (**the Premises**) to trade till 6:00am Monday to Sunday (**the Application**).

Additional detail of the Application, the Subject Site, and the surrounding area is provided in the Statement of Environmental Effects.

The purpose of this Social Impact Statement is to assist Hornsby Shire Council's (**the Council**) assessment of the Application's potential social impact as required by s 4.15(1)(b) of the *Environmental Planning and Assessment Act 1979* (**the EP&A Act**).

The SIS aims to identify, predict and evaluate likely social impacts arising from the project and potential responses to the predicted impacts. The SIS has considered the following:

- Guidelines from the Planning Institute of Australia;
- *Environmental Planning & Assessment Act 1979* (**EP&A Act**);
- *Hornsby Local Environmental Plan 2013* (**the LEP**);
- *Hornsby Development Control Plan 2024* (**the DCP**);
- *Liquor Act 2007*;
- Independent Liquor & Gaming Authority (**ILGA**) Guideline 6;
- Australian Bureau of Statistics (**ABS**) data;
- Bureau of Crime Statistics and Research (**BOCSAR**) data;
- HealthStats NSW data; and
- Crime Prevention Through Environmental Design (**CPTED**).
- Strategic Planning & NSW Vibrancy Reforms.

Pursuant to s 209 of the *Gaming Machines Act 2001*, gaming machines are prohibited from being considered under the EP&A Act. Consequently, gaming related matters are not considered in this SIS. Intensification of gaming beyond that previously approved will be assessed by *Liquor and Gaming NSW* and the *Independent Liquor and Gaming Authority*.

An assessment against the identified criteria including the demographic characteristics of the local and broader community found that the likelihood of the Application giving rise to negative social impacts is low.

The adoption of a robust Plan of Management can adequately mitigate the predicted low potential for adverse social impact that might arise from the Premises' operation.

The Application will give effect to the NSW Vibrancy Reform, the Hornsby Town Centre Master Plan, and the proposed Hornsby Special Entertainment Precinct. It will have a positive economic outcome as it will increase employment demand while also improving choice and competition in the night-economy.

Long term positive benefits to the community include opening the Premises' facilities to members for longer. This will allow attendances whenever is most suited and the option of a longer stay for socialisation and relaxation. This will respond to a rapidly growing population demanding more amenities, but also people's work schedules which is becoming more flexible. The Premises' is

DESIGN COLLABORATIVE
252159.5SIS

1

ATTACHMENT 3 - ITEM 1

HORNSBY RSL CLUB

Introduction

designed as a collection of individual areas and spaces. As only portions are expected to remain open during the late-night period it will in effect operate as a contained low-risk venue.

The suburb of Hornsby and Local Government Area of Hornsby Shire display positive socioeconomic indicators such as large proportion of the population with tertiary education qualifications and high household incomes. The community is also not predisposed to high rates of alcohol-related and non-alcohol related crime compared to the state average. This data indicates that the potential for impact on the community's way of life, life chances, health, culture and capacity to sustain these to be low.

The CPTED assessment finds the design and layout of the Premises is not vulnerable or conducive to crime. The Application would benefit the surrounding area through increased active and passive surveillance, and light spill onto the public domain.

The SIS has assessed the potential social impacts of the Application in addition to reviewing the Premises' layout and operation against the CPTED principles. It is concluded that a mixture of positive and negative social impacts may arise. On balance, the positives of the Application will outweigh the negative impacts to the Hornsby town centre, suburb and Local Government Area (**LGA**) and therefore the Application is considered to be in the public interest.

DESIGN COLLABORATIVE
252159.SIS

2

ATTACHMENT 3 - ITEM 1

HORNSBY RSL CLUB

Methodology

2. Methodology

The Planning Institute of Australia defines Social Impact Assessment as follows.

"Social impact assessment refers to the assessment of social consequences of a proposed decision or action, namely the impacts on affected groups of people and on their way of life, life chances, health, culture and capacity to sustain these."

There is no standardised social impact assessment guideline for social impact of a development at the local level (i.e., non-state significant development). Hornsby Shire Council has no guideline for social impact assessment. Social impact assessments undertaken by both public and private bodies lack consensus in methodology which increases ambiguity and complicates the generalization of any results obtained from individual studies. Ricardo J. Bonilla-Allicea & Katherine Fu describes social impact assessments in their article titled *Systematic Map of the Social Impact Assessment Field* as follows.

*"A methodology for defining, monitoring and employing measures to demonstrate the benefits and/or harms created for target communities through evidence of social outcomes and impacts."*¹

The methodology employed by this SIA is based on similar methodologies for SIA's required by local councils and Liquor & Gaming NSW. This SIA is set out in accordance with the following methodology.

1. **The Goal and Scope Definition Phase:** Goal and scope definition involves setting out the parameters of the SIA, explaining the intended application, and outlining the set criteria in which social impact is to be measured.
2. **The Inventory Analysis Phase:** The inventory analysis phase involves the collection and quantification of the inputs and findings to be considered for the analysis. A population profile is generated based on these inputs and findings to identify existing underlying social problems within the community and infer potential social impacts that may arise from the Application.
3. **The Impact Assessment Phase:** The impact assessment phase involves an analysis of the characteristics of the Application and their potential to give rise to positive and negative social impact. The phase is a synthesis of these measures and critical analysis of mitigation and management measures within the Application.
4. **The Result Interpretation Phase:** This phase involves the process of assessing the results from phases two and three of the study in the context of the performance reference points established in phase one in order to draw conclusions. This phase has the following objectives: to analyse the results, reach conclusions, and to make an adequate report of the results.

¹ Bonilla-Alicea, Ricardo J., and Katherine Fu. 2019. "Systematic Map of the Social Impact Assessment Field." *Sustainability* 11 (15): 4106. <https://doi.org/10.3390/su11154106>

DESIGN COLLABORATIVE
252159.5SIS

3. Goal and Scope Definition

The following section forms the Goal and Scope Definition of the SIA. This section primarily describes the Subject Site & the Application and sets out the relevant criteria for the SIA. The assessment criteria is formed from the performance reference points and interpretation of relevant statutory and strategic planning instruments including the *EP&A Act*, the *LEP*, the *DCP*, and the *Liquor Act*.

3.1. The Local and Broader Community

For the purposes of this SIS, the **Local Community** is defined as the state suburb of Hornsby as illustrated in **Figure 1** below. The **Broader Community** is defined as the Hornsby Shire Council LGA as illustrated in **Figure 2** below.

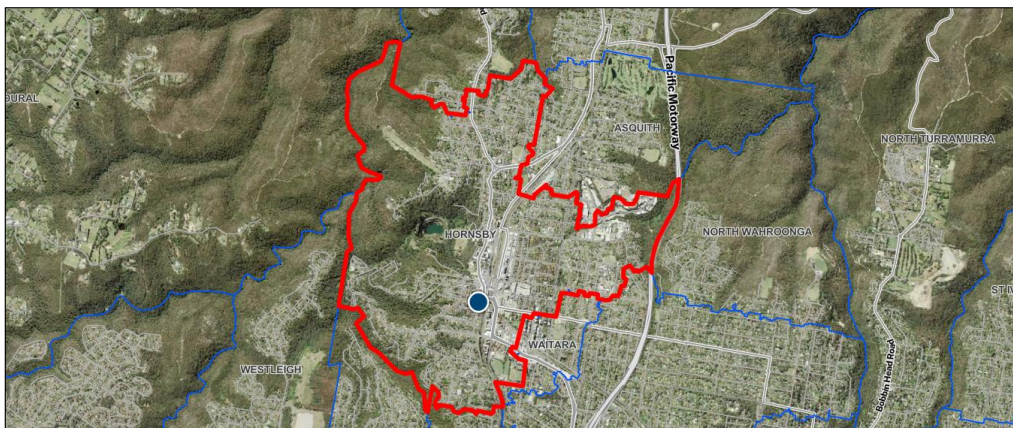


Figure 1: Local Community of Hornsby (Basemap: SDT Explorer)

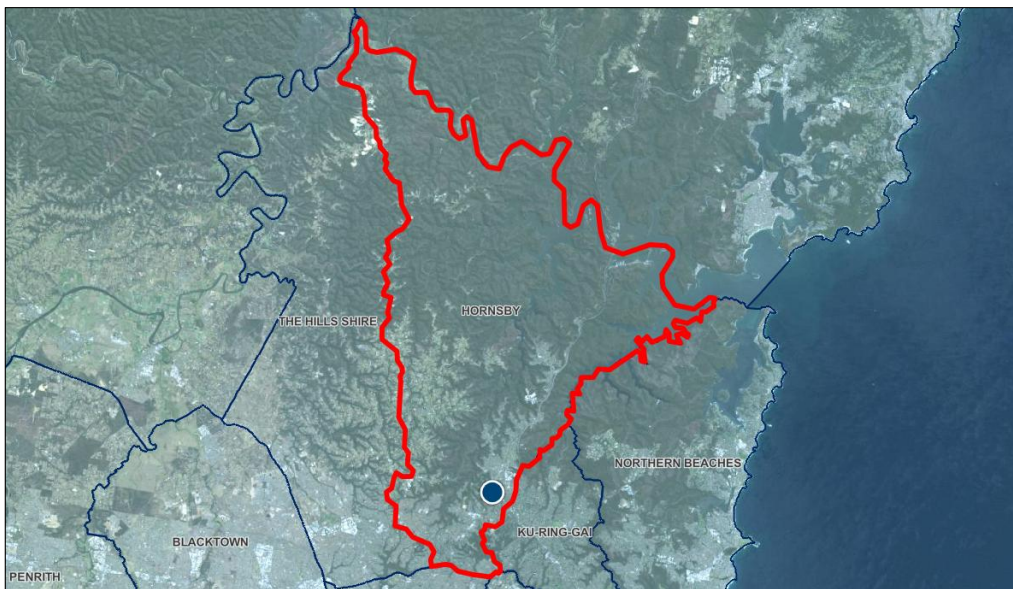


Figure 2: Broader Community of Hornsby Shire Council (Basemap: SDT Explorer)

HORNSBY RSL CLUB

Goal and Scope Definition

3.2. Assessment Criteria

The assessment of social impact is conducted on the basis of the following legislation and environmental planning instruments.

- *Environmental Planning & Assessment Act 1979*;
- *Hornsby Local Environmental Plan 2013*;
- *Liquor Act 2007*;

The DCP does not contain a requirement for social impact assessment or social planning considerations for licensed premises. The sole relevant consideration is Part 1.3.2.7 Crime Prevention which provides the CPTED principles for consideration.

In addressing the potential for detriment arising from an application on the well-being of the community we have had regard to the assessment Guidelines issued by the Independent Liquor Gaming Control Authority (**the ILGA Guidelines**) for social impact assessments which are attached at **Annexure 1**.

3.2.1. Alcohol-Related Harm

Of relevance to this SIA is the measurement of alcohol-related harm arising from the operation of a licensed premises within a locality. The *Global Strategy to Reduce the Harmful Use of Alcohol* endorsed by the World Health Organisation defines alcohol-related harm as follows.

*"...drinking that causes detrimental health and social consequences for the drinker, the people around the drinker and society at large, as well as the patterns of drinking that are associated with increased risk of adverse health outcomes."*²

Alcohol use and misuse exists as a spectrum. In any society this ranges from (1) abstinence from alcohol to (2) moderate-level and low-risk consumption, (3) hazardous or 'risky' consumption, (4) harmful consumption, and through to (5) alcohol dependence.³ Alcohol-related harm arises from the use of alcohol from categories (3)-(5). Alcohol-related harm can be further broken down into two separate sub-categories; being **acute** and **chronic** harm.

Acute - Acute alcohol-related harm is limited to short-term impacts and immediate risks associated with excessive consumption of alcohol and encompasses category (3) in the alcohol use spectrum. The most common acute alcohol-related harm includes accidental injuries, drink driving, assault (either victim or perpetrating), sexual violence, mental and behavioural disorders (such as intoxication, dependence syndrome), and intentional self-harm.⁴

Chronic - Chronic alcohol-related harm is associated with long-term health and social impacts associated with excessive consumption of alcohol and encompasses categories (4)-(5) of the alcohol use spectrum. Chronic alcohol-related harm can include a repetitive pattern of alcohol use which is causing physical or psychological harm.⁵ Cognitive impairments such as anxiety and mood disorders, delirium and psychosis are also common **chronic** alcohol-related harms. Chronic social impacts

² World Health Organisation. 2010. "Global Strategy to Reduce the Harmful Use of Alcohol." www.who.int. 2010. <https://www.who.int/publications/i/item/9789241599931>.

³ Mccune, Anne. 2015. *ABC of Alcohol*. Chichester, West Sussex: Wiley Blackwell.

⁴ Stevely, Abigail K., John Holmes, Simon McNamara, and Petra S. Meier. 2020. "Drinking Contexts and Their Association with Acute Alcohol - Related Harm: A Systematic Review of Event - Level Studies on Adults' Drinking Occasions." *Drug and Alcohol Review* 39 (4): 309-20. <https://doi.org/10.1111/dar.13042>.

⁵ Mccune, Anne. 2015. *ABC of Alcohol*. Chichester, West Sussex: Wiley Blackwell.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Goal and Scope Definition

include financial or health problems, family dysfunction, loss of employment and criminal activity. In extreme cases, chronic alcohol-related harm can lead to premature death.

For the purposes of this SIA, the above definition and sub-categories will be referred to when analysing the potential for alcohol-related harm amongst the community.

3.3. Matters Excluded From This Assessment

The impacts associated with gaming machines are prohibited from being considered under the *Environmental Planning & Assessment Act 1979* pursuant to s. 209 of the *Gaming Machines Act 2001*;

- (3) A consent authority (within the meaning of the *Environmental Planning and Assessment Act 1979*) cannot:
- (a) as a condition of any development consent under that Act, prohibit or otherwise regulate or restrict the installation, keeping or operation of approved gaming machines in a hotel or on the premises of a club or any other premises, or
 - (b) refuse to grant any such development consent to a hotel or club for any reason that relates to the installation, keeping or operation of approved gaming machines in a hotel or on the premises of a club.
- (4) The installation, keeping or operation of an approved gaming machine in a Tavern or on the premises of a club is not an activity for the purposes of Part 5 of the *Environmental Planning and Assessment Act 1979*.

The above provisions were considered in detail in the Land and Environment Court case *Waugh Hotel Management v Marrickville Council (2007) 156 LGERA 414*. It is concluded that the above provisions restrict Council from refusing development consent or imposing conditions on any consent issued because of the proposed presence of gaming machines. Consequently, gaming related matters are not considered in this SIA.

Expansion of gaming availability beyond that previously approved will require assessment by Liquor and Gaming NSW and the Independent Liquor and Gaming Authority.

In addition, while the SIS addresses social impact resulting from acoustic impact, detailed assessment of this consideration is provided in the Statement of Environmental Effects and Acoustic Report prepared by Rodney Stevens Acoustics dated 1 August 2025.

DESIGN COLLABORATIVE
252159.SSIS

6

4. Inventory Analysis

The following section forms the Inventory Analysis of the SIA and involves the collection and quantification of the **inputs** and **findings** to be considered for the analysis. The potentially affected communities are the state suburb (**Local Community**) and the LGA (**the Broader Community**).

4.1. Socio-economic Indexes For Area (SEIFA)

RELEVANT RESEARCH

It is often claimed that there is a positive correlation between socio-economic status and excessive consumption of alcohol. However, academic research on this relationship paints a different picture. A study conducted in 2008⁶ examining socio-economic status and problem alcohol use found no consistent patterns in the course and severity of alcohol abuse by income category. Those in higher income categories were more likely to drink at least once per week but had fewer maximum drinks per drinking occasion. Conversely, disadvantaged groups drink less frequently but consume higher intakes of alcohol.⁷

It is often argued that people who are socioeconomically disadvantaged are more likely to abuse alcohol than those who are socioeconomically advantaged. The most credible measurement of socioeconomic status is provided by the Australian Bureau of Statistics' Socio-Economic Indexes for Areas (**SEIFA**) derived from the 2021 Census.

Guideline 6 explains that the "ABS SEIFA Data" as SEIFA data ranks areas in Australia according to relative socioeconomic advantage and disadvantage. The indexes are based on information from the quinquennial census including education, occupation, employment, income and housing.

SEIFA scores are ranked, with the national datum, or average, being set at 1000.

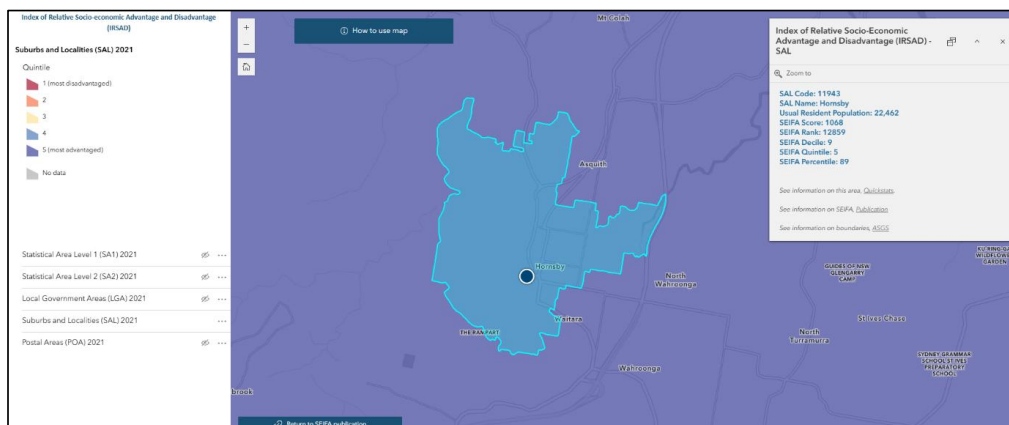


Figure 3: Local Community IRSAD Score (SEIFA) and Subject Site shown in blue (Source: Australian Bureau of Statistics 2021)

⁶ Keyes, Katherine M., and Deborah S. Hasin. 2008. "Socio-Economic Status and Problem Alcohol Use: The Positive Relationship between Income and the DSM-IV Alcohol Abuse Diagnosis." *Addiction* 103 (7): 1120-30. <https://doi.org/10.1111/j.1360-0443.2008.02218.x>.

⁷ Loxley, Wendy, JW Toumbourou, Tim Stockwell, B Haines, and J Williams. 2004. "The Prevention of Substance Use Risk and Harm in Australia: A Review of the Evidence." January 1, 2004. https://www.researchgate.net/publication/47735580_The_Prevention_of_Substance_Use_Risk_and_Harm_in_Australia_A_Review_of_the_Evidence..

HORNSBY RSL CLUB

Inventory Analysis

The SEIFA data indicates that the Local Community is one of the most advantaged suburbs ranked as being higher than 89% of NSW with a score of 1063. The adjacent suburbs show similar scores.

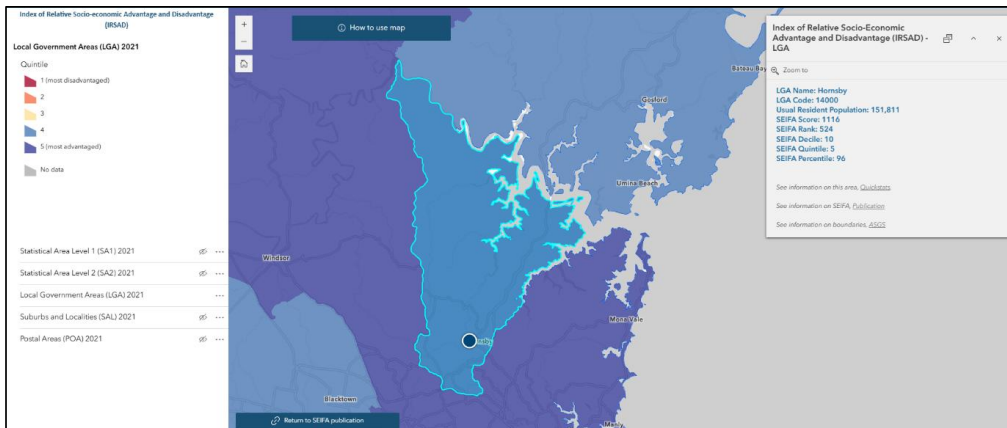


Figure 4: Broader Community IRSAD Score (SEIFA) and Subject Site shown in blue (Source: Australian Bureau of Statistics)

The SEIFA data demonstrates that the Broader Community is in the top bracket of LGAs ranked at 96% and with a score of 1116. Adjacent LGAs are also most advantaged.

Findings: Based on SEIFA data, the Local Community and Broader Community are a socioeconomically advantaged suburb and LGA. This indicates a moderate propensity to chronic alcohol-related harm with communities in the upper percentiles that are more likely to drink on occasion but have fewer drinks per session and are therefore less likely to practice harmful consumption of alcohol. Moreover, higher SEIFA indicates less vulnerability to chronic alcohol-related harm as discussed below.

4.2. Age

RELEVANT RESEARCH

Young persons are said to be more susceptible to adverse alcohol related impacts as a result of a higher propensity to binge drink and acute intoxication. Roche, et al "Young People and Alcohol the role of cultural influences" [NCETA 2008] found that there were significant factors other than availability that influenced drinking choices. These included pricing, legislation, policing and peer pressure.

	Age		
	Local Community	Broader Community	NSW
Median age	38	41	39
Children Per Household	0.7	0.9	0.8
14 years and under	17.6%	19%	18.2%
15-19 years	4.6%	6.4%	5.7%
20-24 years	6.0%	5.5%	6.1%

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

	Age		
	Local Community	Broader Community	NSW
25-29 years	7.1%	4.4%	6.9%
30-34 years	8.2%	5.1%	7.3%
35-39 years	9.0%	7.0%	7.2%
40-44 years	8.8%	7.7%	6.5%
45-49 years	7.0%	7.5%	6.4%
50-54 years	6.5%	7.0%	6.2%
55-59 years	5.4%	6.5%	6.1%
60-64 years	5.2%	5.9%	5.8%
65 years and over	14.7%	18.2%	17.7%

Table 1: Age (source: ABS 2021 Census)

The median age of the Local Community (38) is younger than the NSW average (39), which itself is younger than the Broader Community (41).

The data shows that young adults (20-24), which are the most at-risk age group, in the Local Community (6.0%) and Broader Community (5.5%) is marginally below than the NSW average (6.1%). The Local Community's lower median age is derived from the higher portion of persons aged 25-44, and lower portion of those aged 55 and over.

On the basis of age, the Local and Broader Communities are unlikely to experience alcohol-related harm to a greater extent than the rest of NSW.

4.3. Education

RELEVANT RESEARCH

*One of the strongest predictors of consumed volume of alcohol and binge drinking frequency is lower educational attainment. A population survey of adults in England conducted in 2019 found that persons whose highest qualification was high-school level drank substantially more on a typical day and had a higher weekly unit intake than those with a university qualification. The survey also found a higher frequency of binge drinking activities in those with lower educational attainment. Similar results have been recorded amongst the drinking patterns of the Australian population.*⁸

	Highest Level of Education – People aged 15 years and over & Active Study Levels		
	Local Community	Broader Community	NSW
Bachelor Degree level and above	45.9%	44.2%	27.8%
Attending university or other higher education	20.4%	18.6%	15.3%

⁸ Beard, Emma, Jamie Brown, Robert West, Eileen Kaner, Petra Meier, and Susan Michie. 2019. "Associations between Socio-Economic Factors and Alcohol Consumption: A Population Survey of Adults in England." Edited by Antonio Palazón-Bru. PLOS ONE 14 (2): e0209442. <https://doi.org/10.1371/journal.pone.0209442>.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

Highest Level of Education – People aged 15 years and over & Active Study Levels			
	Local Community	Broader Community	NSW
Advanced Diploma and Diploma level	10.5%	10.4%	9.3%
Certificate Level 3 or 4	8.9%	9.7%	15%
Attending tertiary vocational education	11.1%	7.5%	8.5%
Year 12	13.9%	13.9%	14.5%
Year 11	2.3%	2.7%	3.2%
Year 10	5.2%	6.2%	10.6%
Year 9 or below	4.2%	4.2%	7.4%

Table 2: Highest Level of Education - People aged 15 years and over (source: ABS 2021 Census)

It is evident that the Local and Broader Community are educated communities with a high proportion of the Local and Broader Communities holding a Bachelor Degree level and above when compared to the NSW average. This indicates a lower propensity for harmful consumption of alcohol practices and greater propensity to seek care amongst the community, and therefore a lower susceptibility to acute and chronic alcohol-related harm.

4.4. Employment

4.4.1. Employment Status

RELEVANT RESEARCH

Unemployment is associated with increased susceptibility to psychiatric problems such as substance (alcohol) use disorder. The National Drug Research Institute and the Centre for Adolescent Health in their report “The Prevention of Substance Use, Risk and Harm in Australia: A Review of Evidence” found that social factors such as unemployment, income and insecure housing contributed to increased alcohol and other drug use in Australian communities. Amongst employed populations, research⁹ has found that workers who were more likely to use alcohol at risky and high risk levels were often: residents in the Northern Territory, Indigenous, born in Australia, mainly spoke English at home, single, had no dependent children, had a high school education or less, or had a household income of \$140,000 or more.

Recent research has found countercyclical associations between unemployment status and alcohol abuse. A 2017¹⁰ study in the Journal of Social Science and Medicine found that the experience of three or more months of unemployment resulted in an increase of alcohol abuse, whilst short term (less than three months) resulted in a decrease. An increasing body of literature in academia is focusing on the link between employment and alcohol intake, and whether workforce participation rates and types of employment have any bearing on this relationship.

⁹ Pidd, Kenneth, Victoria Shtangey, and Ann Roche. 2025. “Alcohol Use in the Australian Workforce: Prevalence, Patterns, & Implications.” Research @ Flinders. National Centre for Education and Training on Addiction (NCETA), Flinders University. 2025. <https://researchnow.flinders.edu.au/en/publications/alcohol-use-in-the-australian-workforce-prevalence-patterns-amp-i>.

¹⁰ Boden, Joseph M., Jungeun Olivia Lee, L. John Horwood, Carolina Villamil Grest, and Geraldine F. H. McLeod. 2017. “Modelling Possible Causality in the Associations between Unemployment, Cannabis Use, and Alcohol Misuse.” Social Science & Medicine 175 (February): 127-34. <https://doi.org/10.1016/j.socscimed.2017.01.001>.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

Employment Status			
	Local Community	Broader Community	NSW
Worked full-time	57.3%	58.0%	55.2%
Worked part-time	29.2%	29.2%	29.7%
Away from work	8.7%	8.6%	10.2%
Unemployed	4.7%	4.1%	4.9%

Table 3: People who reported being in the labour force, aged 15 years and over (source: ABS 2021 Census)

The Local and Broader Communities exhibit a marginally higher level of employment than NSW at large. This would indicate a lower susceptibility to substance (alcohol) use disorder. Generally, factors that would contribute to alcohol-related harm when paired with employment, Anglo-Australian heritage, lower education, marital status are less prominent in the Local and Broader Communities as detailed elsewhere.

4.4.2. Employment Type

RELEVANT RESEARCH

Pidd, et al¹¹ suggested that workplace culture is more significant in influencing alcohol consumption than levels of pay with those engaged in some industries exhibiting characteristics more conducive to over-indulgence than those in other industries. White-collar occupations did not feature among those where an alcohol-oriented culture prevailed.

Employment type – People aged 15 years and over			
	Local Community	Broader Community	NSW
Professionals	36.1%	36.2%	25.8%
Clerical and Administrative Workers	12.7%	13.8%	13.0%
Managers	12.1%	17.0%	14.6%
Community and Personal Service Workers	10.7%	8.5%	10.6%
Technicians and Trades Workers	9.4%	9.0%	11.9%
Labourers	7.2%	4.9%	8.2%
Sales Workers	7.0%	6.9%	8.0%
Machinery Operators and Drivers	3.1%	2.5%	6.0%

Table 4: Employment type - people aged 15 years and over (source: ABSE 2021 Census)

There is a higher number of white-collar workers¹² within the Local Community (60.9%) and Broader Community (67.0%) when compared to the NSW average (53.4%). This indicates a low propensity for

¹¹ Pidd, Kenneth, Jesia Berry, James Harrison, Ann Roche, Tim Driscoll, and Rachel Newson. 2006. Alcohol and Work: Patterns of Use, Workplace Culture and Safety. Research @ Flinders. Canberra: Australian Institute of Health and Welfare. <https://researchnow.flinders.edu.au/en/publications/alcohol-and-work-patterns-of-use-workplace-culture-and-safety>.

¹² White-collar workers are considered to be Professionals, Managers, Clerical and Administrative Workers.

DESIGN COLLABORATIVE
252159.5SIS

11

HORNSBY RSL CLUB

Inventory Analysis

harmful consumption of alcohol practices amongst the community that would have a mitigating effect on acute and chronic alcohol-related harm.

4.5. Travel Patterns

RELEVANT RESEARCH

Travel patterns can influence alcohol-related harm outcomes. A Transport for NSW Report¹³ analysing drink driving attitudes noted alcohol contributed to 15% and 7% of all road fatalities and serious injuries respectively. Of the surveyed drivers 25% in 2019 knowingly drove over the legal blood alcohol content as compared to 18% in 2014. A key difference between metropolitan and regional drivers is metropolitan drivers were more likely to use public transport as the main method to avoid driving while intoxicated (11% v 8% of all NSW drivers).

Travel Patterns			
	Local Community	Broader Community	NSW
Public Transport	10.3%	5.2%	4.0%
Motor Vehicle	31.3%	33.3%	47.2%
Worked at Home	41.3%	46.9%	31.0%
Average Motor Vehicles Per Household	1.3	1.8	1.8

Table 5: Travel Patterns (source: ABS 2021 Census)

There is a substantially higher portion of the Local Community which commute by public transport (10.3%) compared to the NSW average (4.0%). A greater portion of the Local and Broader Community work from home which is especially pronounced in the Broader Community (46.9%) compared to the NSW average (31.0%).

4.6. Income & Housing Stress

RELEVANT RESEARCH

A 2015 research article¹⁴ on the inequities in alcohol consumption and related harm found that the relationship between alcohol-related harm and social determinants is 'bi-directional'. That is, alcohol-related harms can contribute to a loss of income and disrupt familial structures which shape social determinants such as income. ¹⁵ Likewise, social determinants influence the severity of alcohol-related harm as socioeconomic disadvantage can jeopardise access to treatment, therefore, increasing the risk of comorbidities.

¹³ Centre for Road Safety 2020. "Drink driving attitudes and behaviours in NSW" Transport for NSW. <https://www.transport.nsw.gov.au/news-and-events/reports-and-publications/drink-driving-attitudes-and-behaviours-nsw-summary-report>

¹⁴ Roche, Ann, Victoria Kostadinov, Jane Fischer, Roger Nicholas, Kerry O'Rourke, Ken Pidd, and Allan Trifonoff. 2015. "Addressing Inequities in Alcohol Consumption and Related Harms." Health Promotion International 30 (suppl 2): ii20-35. <https://doi.org/10.1093/heapro/dav030>.

¹⁵ World Health Organization (WHO). 2024. "Social Determinants of Health." World Health Organization. 2024. https://www.who.int/health-topics/social-determinants-of-health#tab=tab_1.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

Median Income & Housing Stress			
	Local Community	Broader Community	NSW
Personal	\$890	\$958	\$813
Family	\$2,284	\$2,825	\$2,185
Household	\$1,952	\$2,417	\$1,829
Households with Rent Payments >30% of Income	38.0%	33.5%	35.5%
Households with Mortgage Payments >30% of Income	20.3%	17.1%	17.3%

Table 6: Income (source: ABS 2021 Census)

The Local Community has a marginally higher level of income than the NSW average and the Broader Community substantially higher. The Local Community has a notably higher portion of households spending more than 30% of their income on housing which is defined as housing stress.

4.7. Community Cultural and Linguistic Diversity

RELEVANT RESEARCH

Alcohol is a major contributor to the premature death and excess morbidity among Aboriginal Australians, with traditionally high rates of aboriginal deaths from external causes recorded nationwide each year. Analysis of alcohol consumption rates amongst Aboriginal Australians reveal that estimates of drinking risk vary greatly within and between indigenous Australian communities.

The National Drug Household Survey 2022-2023¹⁶ found that overall; First Nations people were 1.1 times as likely to drink alcohol at risky levels as non-Indigenous people in 2022-2023. First Nations people were 1.2 times as likely as non-Indigenous people to consume more than 4 standard drinks in a single day at least once a month. It is noted, however, that the trend of risky drinking behaviours in the ATSI population has been declining since 2010.

Persons born in Australia or other English speaking countries are more likely to consume liquor in a manner that would result in more immediate harm, e.g., drinking until intoxicated.¹⁷ In 2015, almost half of all adults born in non-English speaking countries did not drink alcohol. This is substantially higher than those born in Australia or other English-speaking countries.

Country of Birth			
Country	Local Community	Broader Community	NSW
Australia	26.8%	57.1%	52.6%
Non-Indigenous	96.4%	91.7%	92.9%
Aboriginal and Torres Strait Islander	0.5%	0.6%	3.4%
China (excludes SARs and Taiwan)	17.8%	7.6%	3.1%

¹⁶ Australian Institute of Health and Welfare. 2024. "National Drug Strategy Household Survey 2022-2023: Risky Alcohol Consumption in the NDSHS." Australian Institute of Health and Welfare. February 29, 2024. <https://www.aihw.gov.au/reports/alcohol/risky-alcohol-consumption>.

¹⁷ "TRENDS in ALCOHOL USE and HEALTH-RELATED HARMS in NSW." 2016. <https://www.health.nsw.gov.au/hsnsw/Publications/chief-health-officers-report-2016.pdf>.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

Country of Birth			
Country	Local Community	Broader Community	NSW
India	7.5%	5.1%	3.6%
Nepal	5.0%	1.1%	0.5%
England	4.1%	3.8%	5.9%

Table 7: Country of Birth (source: ABS 2021 Census)

The Local and Broader Community have a significantly lower portion of Aboriginal and Torres Strait Islander people than the NSW average. The Local Community can be described as substantially more culturally and linguistically diverse than NSW.

4.8. Bureau of Crime and Statistics and Research (BOCSAR)

Crime statistics is considered to be indicative of acute alcohol-related harm in a community.

4.8.1. Offence Rates – Local and Broader Community

Table 8: Offences and 5 Year Trend in the Suburb, LGA and state (Year to June 2024)						
Offence (per 100,000)	Local Community		Broader Community		NSW	
	Rate	5 Year Trend	Rate	5 Year Trend	Rate	5 Year Trend
Domestic Assault	360.6	Stable	137.6	Stable	456.8	▲3.5%p.a
Non-domestic Assault	399.7	▲7.7%p.a	130.5	Stable	411	▲3.2%p.a
Alcohol-related Domestic Assault	99.9	n.c	43.5	Stable	109.2	Stable
Alcohol-related Non-domestic Assault	56.5	n.c	17.5	Stable	84.8	Stable
Malicious Damage to Property	417	Stable	260.3	Stable	576.7	▼3.0%p.a.
Disorderly Conduct	265	Stable	79.2	Stable	234.8	▲1.3%p.a
Resist / Hinder Officer	47.8	n.c	12.3	n.c	68.2	Stable

Table 8: Offences and 5 Year Trend in the Suburb, LGA and state (Year to December 2023)

All categories of crime in the Local and Broader Community are well below the NSW average. This is especially notable given the Local Community’s status as a town centre and transport hub. Generally, crime rates are stable, except for an increase of non-domestic assault in the Local Community. A similar trend is not seen in alcohol-related non-domestic assault, which makes up a small portion of overall non-domestic assault. This trend may reflect a broader trend in NSW at large.

4.8.2. Hotspots for Local Community

RELEVANT RESEARCH

Hotspots do not indicate high levels of incidents, merely higher levels of incidents as compared to the surrounding area. In addition, hotspot maps do not account for population density and transient populations. The following excerpt from Understanding Crime Hotspot Maps from NSW Bureau of Crime Statistics and Research summarises the prevalence of hotspots in Local Government Areas:

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

"A large proportion of the land within some LGAs will be covered by hotspots. These LGAs will have a high crime density relative to crime concentrations across the state. Often these LGAs will also have a large residential population and/or number of visitors to the area. It is important to remember that even though the crime density is high, the risk of victimisation may not be high once these populations are taken into account."¹⁸

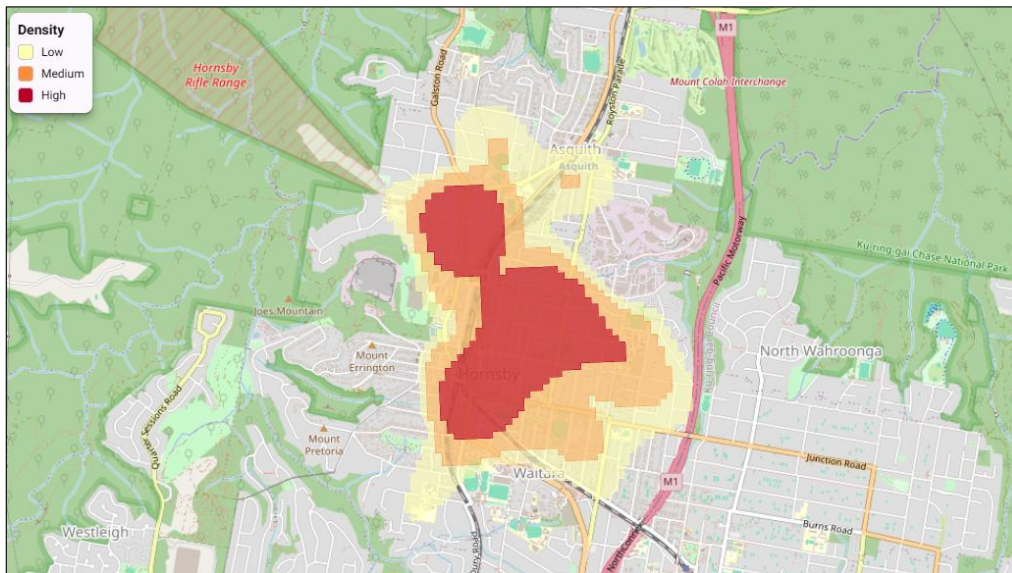


Figure 5: Local Community Hotspots for Assault (Domestic assault) from July 2023 to June 2024

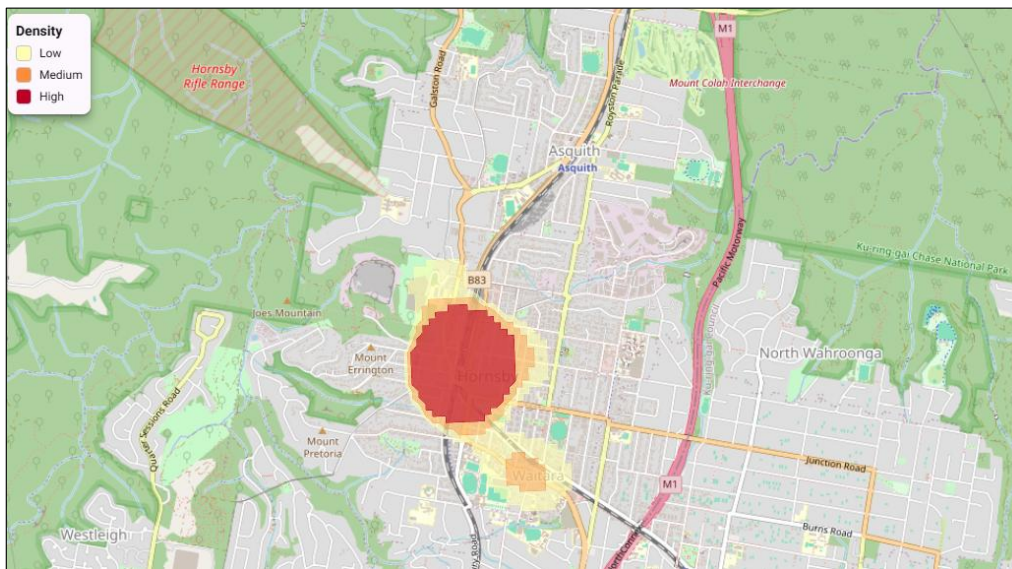


Figure 6: Local Community Hotspots for Assault (Non-domestic assault) from July 2023 to June 2024

¹⁸ Burgess, Melissa. 2011. "Understanding Crime Hotspot Maps." <https://bocsar.nsw.gov.au/documents/publications/bb/bb01-100/bb60.pdf>.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

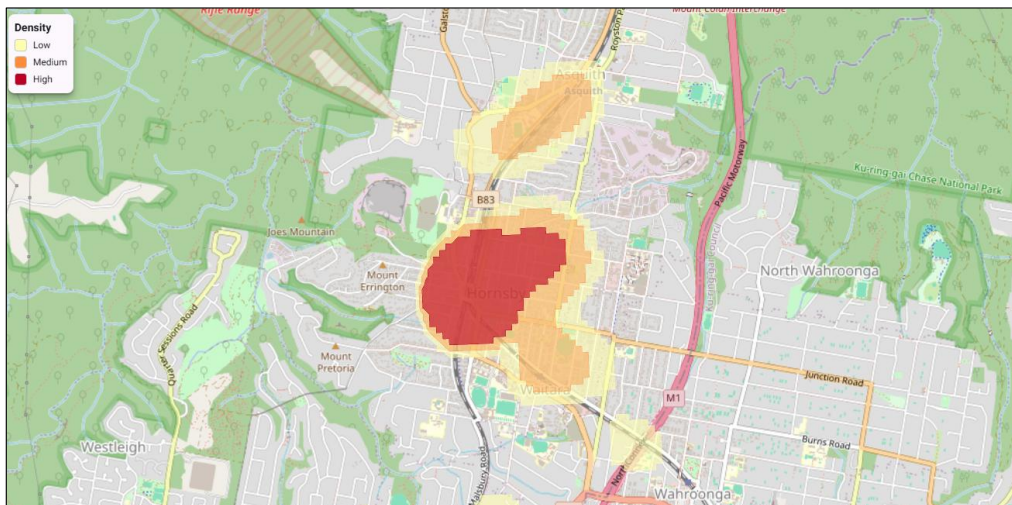


Figure 7: Local Community Hotspots for Malicious damage to property from July 2023 to June 2024

Hotspot mapping shows where reports of incidents of various types of crimes have been concentrated, graded into high, medium and low density. The number generated in another hotspot of similar grade.

Hotspots are commonly seen along railway stations or in main CBD centres where it is easily accessible by public transport. It is only an economic decision as businesses choose to be located within the busiest area, therefore such areas are more likely to have higher incidents, when contrasted with surrounding areas.

The Premises is located within a high-density hotspot for non-domestic assault and malicious damage to property. As noted in the relevant research, this does not necessarily mean a higher likelihood of victimisation. Notwithstanding, the suburbs have significantly lower crime rates than the NSW average in all categories of crime. Therefore, the susceptibility of the Local and Broader Community to alcohol or non-alcohol related crime is low.

4.9. HealthStats NSW Data

The following data is sourced from HealthStats NSW and related specifically to alcohol-related health problems and indicia in the Broader Community.

Health data is considered to be indicative of acute and chronic alcohol-related harm in a community.

Rates of Alcohol-attributable Hospitalisations and Deaths per 100,000 residents			
Data Type		The Broader Community	All LHDs
Alcohol-Attributable Hospitalisations	20/21-21/22	571	528
	19/20-20/21	648	530
	18/19-19/20	629	515
	17/18-18/19	640	515
	16/17-17/18	624	497
Data Type		The Broader Community	All LHDs

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

Alcohol-Attributable Deaths	2020-2021	15.9	18.8
	2019-2020	16.8	19.6
	2018-2019	17.1	19.9
	2017-2018	17.1	20.0
	2016-2017	17.7	20.6

Table 9: Rates of Alcohol-attributable Hospitalisation and Deaths per 100,000 residents

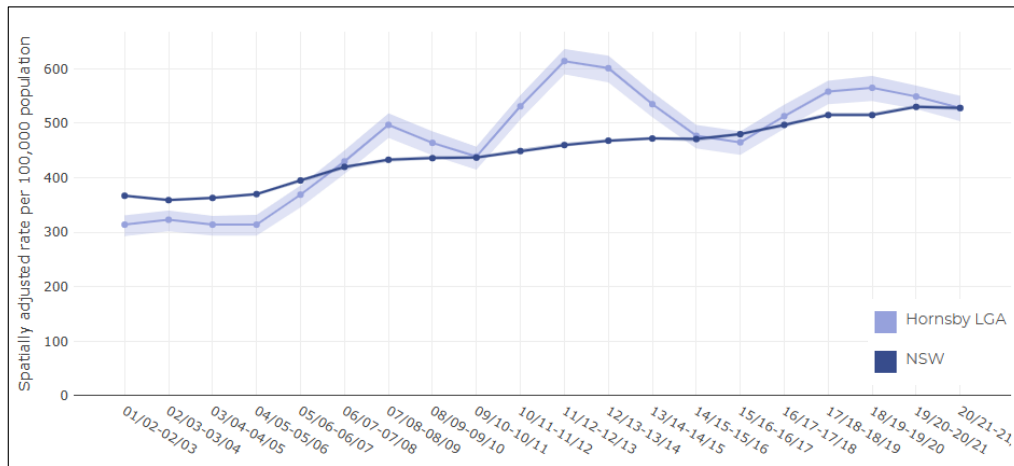


Figure 8: Alcohol attributable hospitalisations from 2002 to 2021 (Source: HealthStats NSW)

Alcohol attributable hospitalisations within the Broader Community have been consistently above the NSW average since 2009.

The data for alcohol attributable hospitalisations by LGA from HealthStats NSW covers a broad range of hospitalisation and includes more than short term impacts from intoxication. Common diseases caused by long term heavy alcohol usage such as liver failure, pancreatitis, cancer and immune system dysfunctions, are all classified as alcohol-attributable hospitalisations.

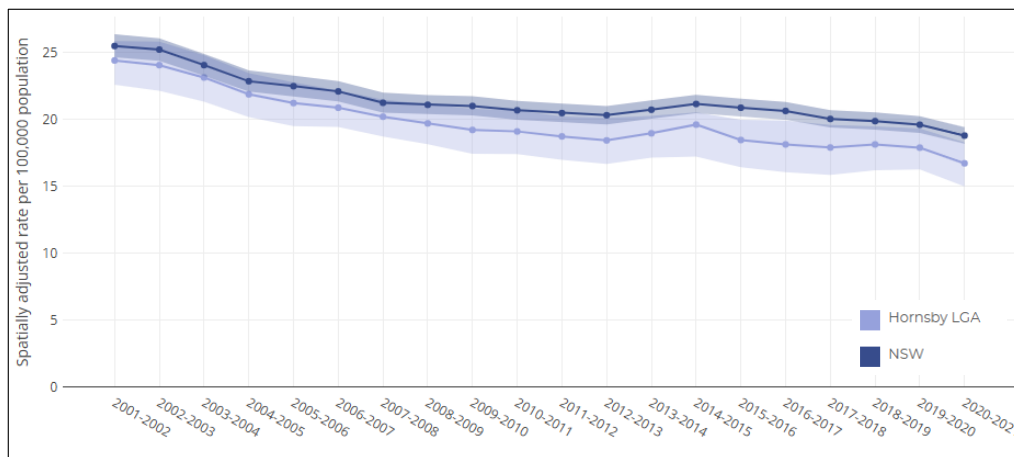


Figure 9: Alcohol attributable deaths from 2001 to 2021 (Source: HealthStats NSW)

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

Alcohol attributable deaths within the Broader Community have been consistently below the NSW average since 2001. The rate in the Broader Community is showing a downward trend similar to the state average.

Data for alcohol problem (presentation to emergency departments) for the LGA level would be more relevant in this scenario however available data can only be filtered by LHDs as demonstrated above. It is noted that the overall trend of alcohol-related presentations to emergency departments in the Northern Sydney LHD has remained consistently below the state average since 2014.

Given the mixed results and general consistency with levels and trends at a state level, the data does not suggest that a significant potential for harm to health is likely.

4.10. Alcohol Consumption Pattern

Data relating to Alcohol Drinking in Adult, Alcohol Drinking Frequency in Adults and Immediate Risk Alcohol Drinking in Adults are extracted from HealthStats NSW and is summarised in the following figures. Data relating specifically to the Local and Broader Community is unavailable; as such, data for the Northern Sydney LHD (of which the Local and Broader Community forms a part) is reviewed.

Therefore, the following data is not considered to be entirely representative of the Local and Broader Community; rather it is indicative of the drinking consumption patterns of the general community only.

Such health data is considered to be indicative of potential **chronic** alcohol-related harm in a community.

In 2020, the National Health and Medical Research Council (NHMRC) updated the Australian guidelines to reduce health risks from drinking alcohol. NHMRC Guideline states that, to reduce the risk of harm from alcohol-related disease or injury, healthy men and women should drink no more than 10 standard drinks a week and no more than 4 standard drinks on any one day. The less a person drinks, the lower their risk of harm from alcohol. To meet the adult guideline, both criteria must be met.¹⁹

The table below shows the proportion of individuals in the Northern Sydney LHD meeting the adult guideline over the past three years is comparable to other LHDs.

Alcohol-related risk of harm: meets the alcohol guideline for adults (%)			
Year	Northern Sydney LHD	All LHDs in NSW	
2021	69.3	71.0	
2022	67.6	71.0	
2023	71.2	72.9	

Table 10: Alcohol-related risk of harm: meets the alcohol guideline for adults (%) (Source: HealthStats NSW)

This metric is potentially indicative of communities who have a higher propensity for harmful consumption of alcohol patterns such as binge drinking. The proportion of adults across all LHDs within the recommended consumption guidelines is 74.6%.

The table below shows the proportion of individuals in the Northern Sydney LHD and across all LHDs consuming more than 10 standard drinks a week or more than 4 standard drinks a day over the past three years, exceeding the recommended adult consumption guideline typically indicative of binge

¹⁹ NHMRC. 2020. "Australian Guidelines to Reduce Health Risks from Drinking Alcohol | NHMRC." Nhmrc.gov.au. 2020. <https://www.nhmrc.gov.au/about-us/publications/australian-guidelines-reduce-health-risks-drinking-alcohol>.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

drinking or alcoholism. The data generally shows a decrease in the proportion of individuals consuming a significant number of standard drinks.

Alcohol-related risk of harm: exceeds the alcohol guideline for adults (%)				
Year	Northern Sydney LHD		All LHDs in NSW	
	>10 std drinks, past week	>4 std drink/day, past 4 wks	>10 std drinks, past week	>4 std drink/day, past 4 wks
2021	12.1	27.9	10.7	26.9
2022	10.2	30.2	10.2	27.5
2023	10.6	26.9	9.9	25.4

Table 11: Alcohol-related risk of harm: exceeds the alcohol guideline for adults (%) (Source: HealthStats NSW)

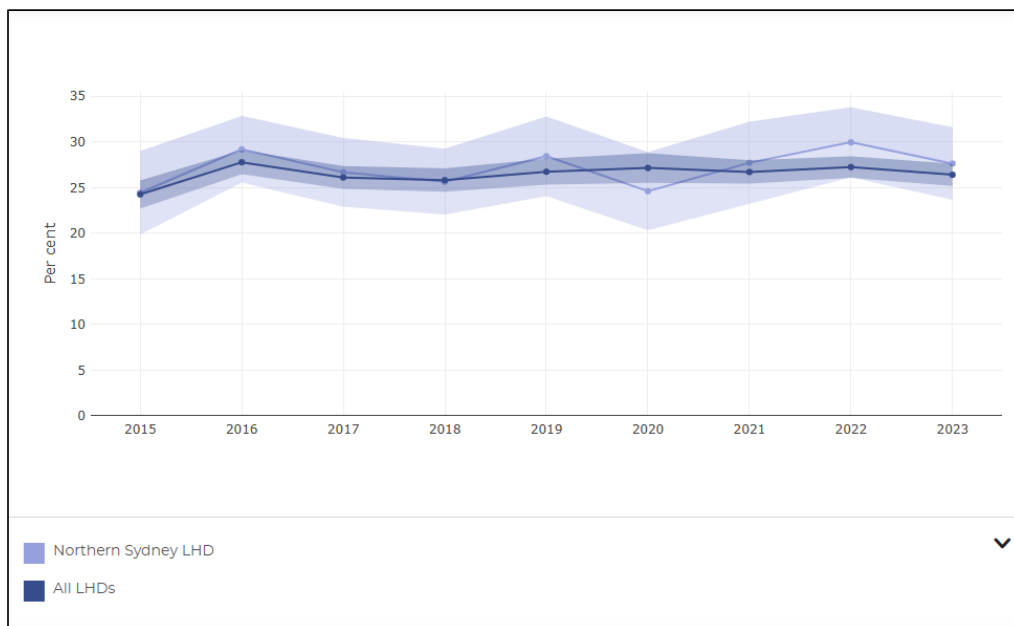


Figure 10: Alcohol drinking, short term risk in adults by LHD (Source: HealthStats NSW)

The figure above illustrates that the Northern Sydney LHD has a moderate percentage of adults at risk of short-term alcohol drinking impacts when compared to the average of all LHDs.

HORNSBY RSL CLUB

Inventory Analysis

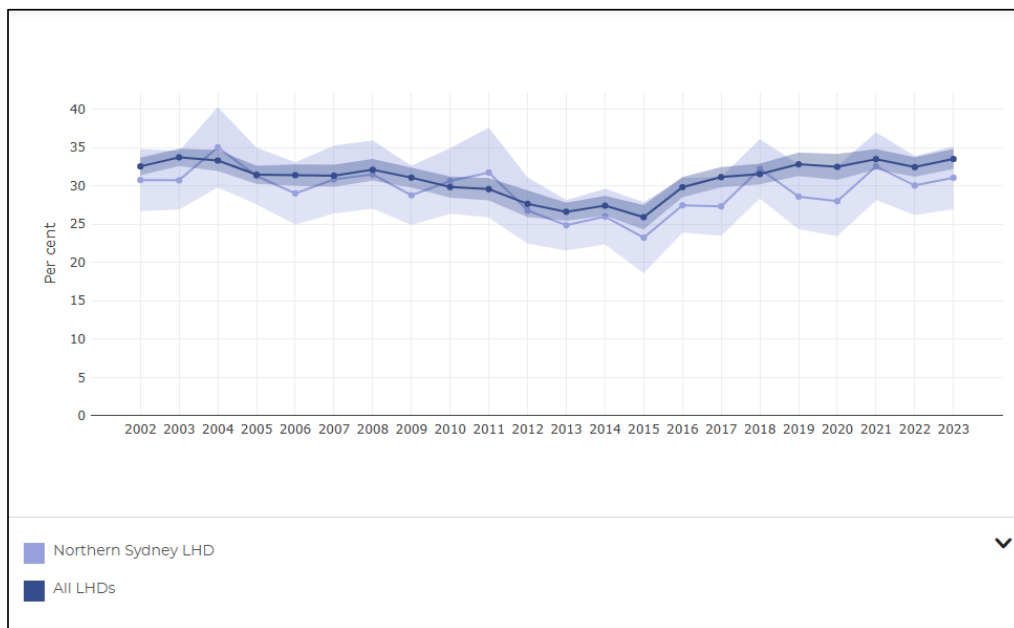


Figure 11: Alcohol drinking, long term risk in adults by LHD (Source: HealthStats NSW)

The figure above shows the long-term risk of alcohol drinking in adults in the Northern Sydney LHD compared to all LHDs. The trend shows that since 2012, the percentage of residents at risk of long term alcohol drinking impacts in the Northern Sydney LHD remains below the rate of all LHDs. The rate of the Northern Sydney LHD has been fluctuating since 2002 but loosely follows the slight upward trend of all LHDs from 2015 and ends near the same percentage as 2002.

Alcohol Drinking Frequency in Adults (%)			
	Data Type	Northern Sydney LHD	NSW
2023 - 2024	Never	18.9%	24.8%
	Less than weekly	26.6%	29.7%
	Weekly	47.8%	38.6%
	Daily	6.8%	6.9%
2022 - 2023	Never	20.1%	25.3%
	Less than weekly	23.1%	29.4%
	Weekly	49.8%	39.5%
	Daily	7.0%	5.8%
2021 - 2022	Never	19.2%	25.6%
	Less than weekly	19.2%	27.9%
	Weekly	51.2%	40.2%
	Daily	6.3%	6.3%
2020 - 2021	Never	18.6%	24.2%
	Less than Weekly	25.9%	27.1%
	Weekly	48.6%	42.5%
	Daily	6.9%	6.1%

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

Table 12: Alcohol Drinking Frequency in Adults (%)

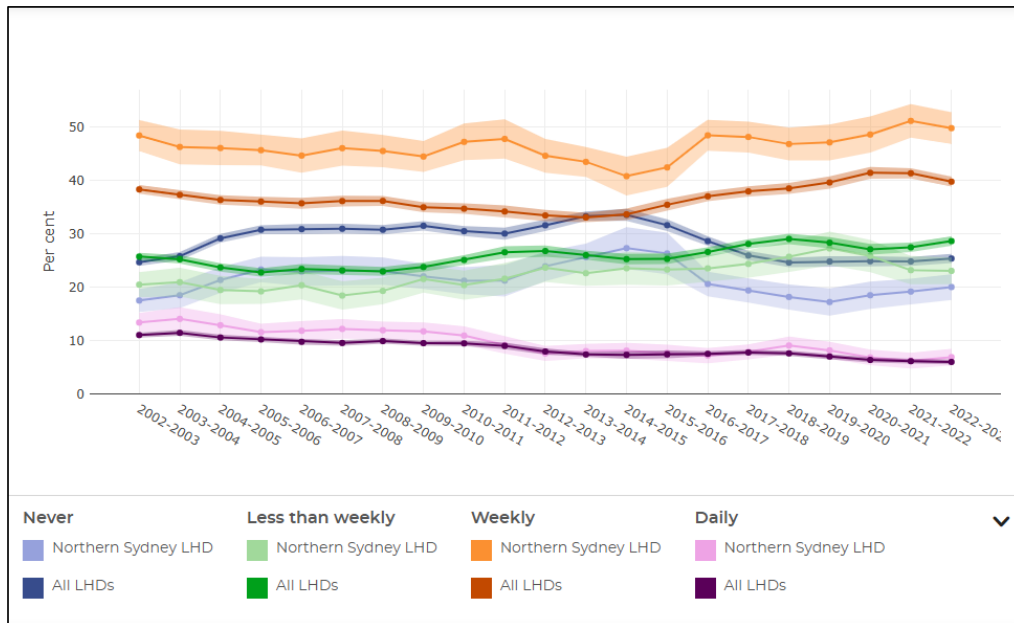


Figure 12: Alcohol Drinking Frequency in Adults in the Northern Sydney LHD and All LHDs (Source: HealthStats NSW)

The daily consumption of alcohol in the Northern Sydney LHD has generally remained consistent with the downward trend of all LHDs and is at a comparable rate to the state average. Less than weekly consumption in the Northern Sydney LHD has been consistently below the average of all LHDs since 2002 and has been fluctuating but relatively stable over the past 21 years. Weekly consumption has remained above the rate of all LHDs since 2002 and has been fluctuating but remained generally stable over the past 21 years. Adults who have never consumed alcohol in the Northern Sydney LHD have remained below the rate of all LHDs since 2002.

Alcohol consumption patterns within the Local and Broader Community (based on alcohol drinking frequency and immediate risk alcohol drinking) indicates that the community has a moderately higher level of alcohol consumption than the NSW average. The volume of alcohol consumption in the Northern Sydney LHD is comparable to that of all LHDs and has been decreasing.

4.11. Liquor and Gaming NSW Data

Outlet density refers to the concentration of licensed premises in a local area. It is a supposed environmental risk that higher densities of liquor outlets is said to encourage excessive drinking and alcohol-related harm. Outlet density can be assessed by measuring **outlet saturation** (number of licensed premises in an area as a proportion of the population).

RELEVANT RESEARCH

High levels of outlet-density have been shown to be positively associated with higher levels of alcohol-related harm. Research conducted by the Task Force on Community Preventive Services in York 2009²⁰

²⁰ Campbell, Carla Alexia, Robert A. Hahn, Randy Elder, Robert Brewer, Sajal Chattopadhyay, Jonathan Fielding, Timothy S. Naimi, Traci Toomey, Briana Lawrence, and Jennifer Cook Middleton. 2009. "The Effectiveness of Limiting Alcohol Outlet

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Inventory Analysis

found upon review of eighty-eight articles and books in academic literature, that greater alcohol outlet density was associated with increased alcohol consumption and related harms that included medical harms, crime and violence. Reduced alcohol outlet density may be an effective means of controlling excessive alcohol consumption and harms. The research conducted had some methodological problems and data limitation that limited the reliability of the author’s conclusions; however, their findings have been generally accepted as accurate by the relevant liquor authority in NSW and are often used as a general proposition in the assessment of liquor licence applications.

Additional research conducted since 2009 has found that high levels of packaged liquor outlet-density have been shown to be positively associated with higher rates of alcohol-attributable morbidity and mortality²¹ as well as higher rates of alcohol-related domestic violence assault.²² Higher levels of Hotel outlet-density, and highly concentrated clusters of Hotels in an area have been shown to be positively associated with higher rates of alcohol-related non-domestic violence assaults.²³

Outlet Saturation is a measure of the number of liquor licences compared to the population. It is calculated per 100,000 residents in an area [i.e. (number of liquor licences/residential population) x 100,000]. The outlet saturation rates for the Local and Broader Community are displayed in the following table.

Liquor Licence Type	Local Community	Broader Community	NSW
Overall	169.17	126.47	237.62
Hotel & Club Licence	17.80	15.15	41.71
Small Bar Licence	Nil.	Nil.	3.38
Packaged Liquor Licence	31.16	33.59	39.53

Table 13: Outlet saturation in the Local and Broader Community.

Outlet Saturation in the Local and Broader Communities are lower than that of NSW at large. The Local Community has a higher saturation of liquor licences than the Broader Community which reflects its status as a major town centre. However, the Outlet Saturation of Hotel and Club licences (where the primary purpose is consumption of alcohol) is not substantially different between the Local Community and Broader Community (17.800 v 15.15).

Of note, the Application does not relate to a new liquor licence and cannot affect Outlet Saturation. However, this data may indicate a potential baseline for existing alcohol-related harm, though it cannot account for the size of premises or the degree they are patronised.

Relevantly for assessment of potential cumulative impact, the lower Outlet Saturation in the Local Community and Broader Community suggests there is not an overabundance of alcohol accessibility that could contribute to higher or undue levels of alcohol-related harm.

Density as a Means of Reducing Excessive Alcohol Consumption and Alcohol-Related Harms." American Journal of Preventive Medicine 37 (6): 556-69. <https://doi.org/10.1016/j.amepre.2009.09.028>.

²¹ Richardson, E.A., S.E. Hill, R. Mitchell, J. Pearce, and N.K. Shortt. 2015. "Is Local Alcohol Outlet Density Related to Alcohol-Related Morbidity and Mortality in Scottish Cities?" Health & Place 33 (May): 172-80. <https://doi.org/10.1016/j.healthplace.2015.02.014>.

²² Donnelly D, Menendez P, Mahoney N, BOCSAR, "The effect of liquor licence concentrations in local areas on rates of assault in New South Wales", Crime and Justice Bulletin, no. 181.

²³ Livingston, Michael. 2008. "Alcohol Outlet Density and Assault: A Spatial Analysis." Addiction 103 (4): 619-28. <https://doi.org/10.1111/j.1360-0443.2008.02136.x>.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

CPTED & Operational Impact Assessment

5. CPTED & Operational Impact Assessment

The following impact assessment analyses the characteristics of the Premises, Crime Prevention Through Environmental Design (**CPTED**) principles and harm minimisation strategies to scope the potential for social impact. Recommendations are made throughout this section where relevant.

5.1. Characteristics of the Proposed Development

Alcohol-related violence does not occur with equal frequency in all licensed premises. In Inner Sydney for example, 12% of hotels and nightclubs accounted for almost 60% of all assaults at hotels and nightclubs and, in Newcastle, 8% of licensed premises accounted for almost 80% of all assaults that occurred on licensed premises.²⁴ As such, the specifics of the Premises must be understood if an accurate assessment is to be made of its potential to contribute to social impact.

In considering potential social impacts of the Premises, the following information is relevant for assessment:

- Type of area, trading hours and number of persons attending the Premises;
- Overall ambience, as can be inferred from proposed drawings; and,
- The style of entertainment proposed to be provided.

5.1.1. Type of Venue, Trading Hours and Capacity

5.1.1.1 Type of Venue and Offering

The Premises is four of floor space with a diverse array of distinct areas and offerings.

The Premises does not operate as a nightclub. The absence of designated dance floor or nightclub facilities which typically attracts a younger crowd and influences competition between patrons significantly reduces the opportunity for alcohol-related violence on-site.

It is expected only core areas such as a quiet bar and gaming room will remain open during the proposed extended trading hours in response to lower demand. In effect the Premises will operate as a contained, low-risk and impact venue.

RELEVANT RESEARCH

Research has historically focused on the type of premises and its hours of operation to demonstrate that there is a propensity for higher impact for hotels and later trading hours. For example, the majority of assaults in licensed premises in the inner-city area of Sydney, Newcastle and Wollongong, occurred at hotels with trading hours extending after midnight.²⁵ That may give some indication, but in our view, it offers an incomplete picture.

Other research, undertaken in the 1990's, indicates that assaults were more likely to occur at hotels or nightclubs with predominately male clientele where the main entertainment was music with dancing, leading to competition for females, and where inebriated customers continued to be served alcohol.²⁶

²⁴ Briscoe, Suzanne, and Neil Donnell. 2003. "Problematic Licensed Premises for Assault in Inner Sydney, Newcastle and Wollongong." *Australian & New Zealand Journal of Criminology* 36 (1): 18-33. <https://doi.org/10.1375/acri.36.1.18>.

²⁵ Briscoe, Suzanne, and Neil Donnelly. 2001. "Temporal and Regional Aspects of Alcohol-Related Violence and Disorder" 1 (1). https://www.researchgate.net/publication/252815860_Temporal_and_Regional_Aspects_of_Alcohol-Related_Violence_and_Disorder.

²⁶ "Drinking Settings and Problems of Intoxication" [Vol 3 *Addiction Research and Theory* 1995].

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

CPTED & Operational Impact Assessment

It is not considered that it was the fact that those premises were hotels or nightclubs that were the driving factor behind the higher level of violence rather it was the character of the premises and its serving practices.²⁷

This is recognised and reflected in further studies such as Alcohol and Licensed Premises: Best Practice in Policing" [National Drug Law Enforcement Research Fund, 2003] and Nicholas "Identifying and Responding to Problematic Licensed Premises - a Guide for Police" [Australasian Centre for Policing Research, 2006]. Those documents provide a range of factors in the design and operation of licensed premises that contribute to the potential for harm. This is further supported by more recent research into the effect of licensed premises density and violence.²⁸

5.1.1.2 Hours of Operation

The hours of operation are proposed to be between 10:00am and 6:00am, the following day, Monday to Sunday. We note, the Premises is large is not expected to trade till 6:00am on all days. It is expected select areas will remain open longer in response to demand or to cater to a small late-night crowd while the rest of the Premises closes at earlier times.

The Acoustic Report prepared by Rodney Stevens Acoustics confirms that nearby sensitive receivers are unlikely to be adversely affected by the Premises' operation following the adoption of acoustic performance measures.

The Premises is a family friendly, community driven local venue with limited capacity and does not propose to operate as a nightclub-style venue. It will operate in accordance with the new robust Plan of Management that contains responsible service of alcohol harm minimisation measures in accordance with Liquor & Gaming NSW guidelines. The Applicant is experienced in post-midnight operation. Operation till 6:00am is not substantially different to operation till 4:00am. They are also not the highest risk periods. Successful extended trade will be depend on the Premises' adequately managing patrons entering and departing during the late-night period.

5.1.1.3 Ambience and Design

Research has identified that physical and regulatory features of licensed premises and their environs can impact on individual and group behaviour and increase the probability of alcohol-related harm. For example, when investigated whether or not it was the clientele of violent bars (in New York) which had a propensity for violence or whether or not it was the physical characteristics of the bars themselves - rather than the characteristics of their patrons - that led to violence occurring, researchers found that, overall, the characteristics of the premises - rather than the characteristics of their patrons - better predicted the likelihood of violence.²⁹ The two most prominent characteristics of bars with the highest levels of violence were high noise levels and high ambient temperatures.

The effects of the design and operation of hotels on patron behaviour were explored in detail in Doherty and Roche "Alcohol and Licensed Premises: Best Practice in Policing"³⁰ and other environmental factors in Nicholas "Identifying and Responding to Problematic Licensed Premises - a

²⁷ Stockwell, Tim, Ernie Lang, and Phil Rydon. 1993. "High Risk Drinking Settings: The Association of Serving and Promotional Practices with Harmful Drinking." *Addiction* 88 (11): 1519-26. <https://doi.org/10.1111/j.1360-0443.1993.tb03137.x>.

²⁸ Liang, Wenbin, and Tanya Chikritzhs. 2011. "Revealing the Link between Licensed Outlets and Violence: Counting Venues versus Measuring Alcohol Availability." *Drug and Alcohol Review* 30 (5): 524-35. <https://doi.org/10.1111/j.1465-3362.2010.00281.x>.

²⁹ Quigley, Brian M, Kenneth E Leonard, and R Lorraine Collins. 2003. "Characteristics of Violent Bars and Bar Patrons." *Journal of Studies on Alcohol* 64 (6): 765-72. <https://doi.org/10.15288/jsa.2003.64.765>.

³⁰ Doherty, Samantha J, and Ann M Roche. 2003. "Alcohol and Licensed Premises: Best Practice in Policing a Monograph for Police and Policy Makers." January 1, 2003. https://www.researchgate.net/publication/242698329_Alcohol_and_Licensed_Premises_Best_Practice_in_Policing_A_Monograph_for_Police_and_Policy_Makers.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

CPTED & Operational Impact Assessment

Guide for Police.³¹ Each presented a range of environmental factors which should be considered in the design and on-going operation of licensed premises which can be manipulated in order to elicit non-aggressive responses, rather than aggressive responses, from patrons. The factors included in this assessment are as follows.

- Capacity, crowding and queues;
- Entertainment and Noise levels;
- Heating/ventilation;
- Lighting; and,
- Social cues such as cleanliness, odour and fit-out quality.

5.1.1.4 Capacity and Crowding

RELEVANT RESEARCH

Overcrowding increases the chance of accidental contact as well as increasing temperature and noise levels. Alcohol affects the ability of individuals to appropriately deal with accidental contact. Patrons may also drink more to overcome the discomfort of heat and noise which further lowers tolerance. Overcrowding may also encourage anti-social behaviour through perceived anonymity and lowered perceptions about being apprehended. By adopting an appropriate limit on patron numbers, overcrowding can be avoided.

The adverse impacts of overcrowding are most evident around facilities such as bars, toilets, dance floors and thoroughfares.

The Premises is large and capable of accommodating hundreds of patrons across all levels and facilities. However, during the late-night period, patron numbers and densities are expected to be low.

The Premises as a Club provides front door check in procedures which ensure monitoring of occupant numbers, preventing overcrowding. Ongoing monitoring of member count of behaviour will be carried out by general staff, RSA marshals and security personnel.

The facilities offered within the Premises include various lounge and dining spaces, bistro, bars, activity areas, gaming facilities and function / performance space. There is ample room and facilities to accommodate the expected patronage. The Premises' is designed and operated with the assumption most patrons will be sitting with the exemption of occasional functions/events or when engaged in activities such as snooker. The Premises does not have a dedicated dance floor that would otherwise encourage high densities of people.

It is considered that the Premises adequately addresses capacity and crowding in its layout and operation.

5.1.1.5 Entertainment and Noise Levels

During the proposed extended hours entertainment noise would be limited to background music and low intensity live music such as a singer with instruments. These arrangements are not conducive to disruptive behaviour. While the Premises does have performance and theatre space, because of

³¹ Nicholas R. Identifying and responding to problematic licensed premises: a guide for police. Adelaide: Australasian Centre for Policing Research, 2006.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

CPTED & Operational Impact Assessment

low demand, it would not be expected to host higher intensity events and entertainment during the proposed late-night extended hours.

5.1.1.6 Heating/Ventilation

RELEVANT RESEARCH

Poor ventilation and inefficient air-conditioning can contribute to the temperature of venues. Heat exacerbates physical discomfort which, in turn, heightens irritation and leads to increased alcohol consumption. The consequence is increased risk of intoxication, aggression and violence.

The Premises provides appropriate HVAC infrastructure to preserve the amenity and comfort of patrons. The regulation of the climate system will be the responsibility of management.

5.1.1.7 Lighting

RELEVANT RESEARCH

Appropriate levels of lighting can reduce crime and disorder by facilitating surveillance and decreasing perceptions of anonymity. Too much light can irritate patrons while too little light hinders observation of patron behaviour and may contribute to crime and disorder associated with perceived anonymity.

All internal areas of the Premises can be sufficiently lit throughout the day and night to deter anti-social behaviour. Lighting levels will enable patrons to use the facilities on offer as well as enjoy food and drink. The lighting within the Premises (along with external lighting) will spill onto the surrounding public domain which positively contributes to the amenity of the surrounding environment.

5.1.1.8 Social Cues

RELEVANT RESEARCH

Other ambient considerations include comfort and cleanliness. Physical comfort has a significant civilising effect on licensed premises. Particularly important factors include general ambience, the spacing, comfort and style of furniture and the cleanliness of toilet facilities³². These all provide important cues to patrons concerning acceptable standards of behaviour.

A well-designed premises also facilitates the observation of patrons and assists in the responsible service of alcohol. For example, having ample service bars will eliminate any lengthy delays and any potential frustration. Ample bars also assist with the responsible service of alcohol by reducing pressure on staff to serve as many patrons as quickly as possible thus allowing them time to judge if any patron is approaching intoxication.

The design and fit-out of the Premises are such that it provides a comfortable space for patrons to enjoy the services and facilities on offer. The individual areas of the Premises are designed to minimise high-risk blind spots allowing for passive surveillance from patrons and supervision from staff/security. During extended hours there will be adequate access to bars to alleviate the pressure

³² Homel, Ross, Russell Carvolth, Marge Hauritz, Gillian McIlwain, and Rosie Teague. 2004. "Making Licensed Venues Safer for Patrons: What Environmental Factors Should Be the Focus of Interventions?" *Drug and Alcohol Review* 23 (1): 19-29. <https://doi.org/10.1080/09595230410001645529>.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

CPTED & Operational Impact Assessment

on staff to serve customers quickly, enabling staff to assess intoxication and age, therefore, supporting the Responsible Service of Alcohol.

Provision is made in the Plan of Management to ensure that the Premises is regularly cleaned and that facilities are maintained. The well-designed space and proposed housekeeping measures at the Premises will prompt patrons to observe a higher standard of behaviour.

5.1.1.9 Summary

In consideration of the above, it can be concluded that the design and general operation of the Premises does not attract high-risk patrons or serve to instigate patrons. As a result, it is more likely to elicit non-aggressive responses from its patrons and thereby contribute to a low potential for adverse social impact.

5.2. Crime Prevention Through Environmental Design (CPTED) Principles

The NSW Police Force website provides an overview of Crime Prevention Through Environmental Design (**CPTED**).³³ CPTED is a crime prevention strategy that focuses on the planning, design, and the structure of cities and neighbourhoods. It reduces opportunities for crime by using design and place management principles that reduce the likelihood of essential crime ingredients (law, offender, victim or target, opportunity) from intersecting in time and space.

Predatory offenders often make a cost-benefit assessment of potential victims and locations before committing crime. CPTED aims to create the reality (or perception) that the costs of committing crime are greater than the likely benefits. This is achieved by creating environmental and social conditions that:

- Maximise risk to offenders (increasing the likelihood of detection, challenge and apprehension);
- Maximise the effort required to commit crime (increasing the time, energy and resources required to commit crime);
- Minimise the actual and perceived benefits of crime (removing, minimising or concealing crime attractors and rewards); and
- Minimise excuse making opportunities (removing conditions that encourage/facilitate rationalisation of inappropriate behaviour).

CPTED employs four key strategies. These are territorial re-enforcement, surveillance, access control and space/activity management. All CPTED strategies aim to create the perception or reality of capable guardianship. These strategies are explored below, with reference to the NSW Police Force website, in the context of the proposed development.

We note the Premises is an existing building and the Application does not propose work. The assessment of CPTED conducted below provides an overview of the Premises' vulnerability and ability to mitigate crime and anti-social behaviour.

5.2.1. Territorial Reinforcement

RELEVANT RESEARCH

Territorial re-enforcement uses actual and symbolic boundary markers, spatial legibility and environmental cues to 'connect' people with space, to encourage communal responsibility for public

³³ NSW Police Force. 2019. "Safer by Design - NSW Police Public Site." Nsw.gov.au. 2019. https://www.police.nsw.gov.au/safety_and_prevention/policing_in_the_community/safer_by_design.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

CPTED & Operational Impact Assessment

areas and facilities, and to communicate to people where they should/not be and what activities are appropriate.

The Premises provides two primary entrances, the main entrance via High Street and the carpark entrance off Ashley Lane. They are well delineated from the public domain through the use of design features such as clear facades, elevational differences and portico design elements.

There are several other access points which include emergency exits and service vehicle entrances. Their non-public purpose is clearly indicated through their plain discrete design, signage, visible CCTV and location on the non-activated Ashley Street.

Internally, a sense of ownership and responsibility is created through high-quality, warm furnishing with a distinct uniform identity. Encouraged activities are delineated through style of furnishing and available amenities which is assisted by the physical internal partitioning of various areas or rooms.

Back-of-house areas are clearly identified as staff only areas and restricted to authorised persons. Doors to staff only areas would be lockable. Signage is required under the POM.

It is considered that territorial reinforcement is satisfactorily addressed through the design and operational provisions.

5.2.2. Surveillance

RELEVANT RESEARCH

People feel safe in public areas when they can see and interact with others, particularly people connected with that space, such as shopkeepers or adjoining residents. Criminals are often deterred from committing crime in places that are well supervised.

Natural surveillance is achieved when normal space users can see and be seen by others. This highlights the importance of building layout, orientation and location; the strategic use of design; landscaping and lighting – it is a by-product of well-planned, well-designed and well-used spaces.

Technical/mechanical surveillance is achieved through mechanical/electronic measures such as CCTV, help points and mirrored building panels. It is commonly used as a 'patch' to supervise isolated, high risk locations.

Formal (or Organised) surveillance is achieved through the tactical positioning of staff. For example, the Premises deploys staff at entrances to receive members and act as a first line of oversight. Responsible gaming officers and bar staff in their respective areas maintain on-going supervision of their respective areas.

The Premises' provides for natural or casual surveillance of the public domain from internally and external spaces within the Premises. There are a range of al-fresco areas and windows which look onto the street at ground level and level one along with CCTV. More broadly, the Premises generates activity in the surrounding public domain and carparking which promotes a sense of collective safety.

The Premises' internal layout has minimal blind spots allowing for surveillance within and between areas. At the same time, the fragmentation of the internal areas into smaller, manageable areas will allow them to be readily supervised by staff. This is in addition to the effect of surveillance by other patrons of the Premises.

Other public facilities, such as toilets, stairs and elevators are grouped together adjacent to the main access pathways through the buildings to ensure activity and surveillance in these areas.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

CPTED & Operational Impact Assessment

Casual surveillance is to be augmented by formal surveillance by staff and security and electronic surveillance through CCTV, together with appropriate lighting of internal and external spaces of the proposed development. The Premises' CCTV network covers all patron accessible areas and majority of back of house areas. This also includes behind bar areas looking out into the customer areas. Signage will also be installed at the entrances to the buildings to indicate to patrons/visitors entering that their behaviour is being recorded by CCTV.

Lighting is considered to sufficiently ensure good visibility within the internal and external areas of the Premises, including the rear entry.

The Premises employs a range of techniques to provide for an appropriate level of surveillance within and around the site.

5.2.3. Access Control

RELEVANT RESEARCH

Access control treatments restrict, channel and encourage people and vehicles into, out of and around the development. Wayfinding, desire-lines and formal/informal routes are important crime prevention considerations. Effective access control can be achieved by using physical and symbolic barriers that channel and group pedestrians into areas, therefore increasing the time and effort required for criminals to commit crime.

Natural access control includes the tactical use of landforms and waterway features, design measures-including building configuration; formal and informal pathways, landscaping, fencing and gardens.

Technical/Mechanical access control includes the employment of security hardware.

Formal (or Organised) access control includes on-site guardians such as employed security officers and staff.

The proposed development employs a range of techniques to ensure that access to and within the proposed development is appropriately controlled.

The Premises provides for effective access control through its design and layout which provides clear, legible access paths from the streets. The Premises' built form will restrict access from the public domain to the Premises other than via designated entry points. Movement within the Premises is restricted by its layout. Areas within the Premises on each level are accessed via a central circulation space which also contains the vertical circulation.

Physical design measures are augmented by signage as required to provide direction throughout the Premises, to identify facilities, locate amenities and denote private staff/back-of-house spaces.

Formal access control would also be provided by employed staff and security.

5.2.4. Space/Activity Management

RELEVANT RESEARCH

Space/Activity Management strategies are an important way to develop and maintain natural community control. Space management involves the formal supervision, control and care of the development. All space, even well planned and well-designed areas need to be effectively used and

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

CPTED & Operational Impact Assessment

maintained to maximise community safety. Places that are infrequently used are commonly abused. There is a high correlation between urban decay, fear of crime and avoidance behaviour.

In addition to the physical measures described above, the Premises is to be managed in accordance with the new Plan of Management which contains measures to ensure that there is an appropriate level of supervision, care and control of the Premises. Please refer to **5.4 Plan of Management** below.

5.2.5. Summary

The design aspects of the Premises are considered to sufficiently integrate relevant CPTED principles through territorial reinforcement, surveillance, access control and space/activity management. The Premises is considered to maximise passive and casual surveillance where possible to facilitate an enhanced sense of safety and security for public domain. Territorial reinforcement is provided through the clear delineation of the various uses at the Premises. Sufficient light spill from the Premises and existing street lights will illuminate the surrounding environment and deter criminal and anti-social behaviour.

5.3. Harm Minimisation Strategies

RELEVANT RESEARCH

Research has shown that it is not the type of licence per se that is the key predictor of levels of alcohol related harm, but the volume of alcohol consumed on the premises and the extent to which obviously intoxicated customers continue to be served alcohol.

Research has also shown that staff and security officers can also contribute to the level violence at a hotel. For example, in a Canadian report (Wells et al "Responses by Security Staff to Aggressive Incidents in Public Drinking" [Journal of Drug Issues, October 1998]), 182 violent incidents at licensed premises were studied, of which 106 involved security officers. The responses of the security officers to incidents were graded as "good", "neutral", "bad" or "ugly", with "bad" meaning guards enhanced the likelihood of violence and "ugly" meaning that they were directly aggressive or provocative. Almost half of all the incidents were labelled either "bad" or "ugly". There is anecdotal evidence that security guards can play a similar aggressive role in NSW.

The above research suggests that the strict enforcement of RSA and the prevention of intoxication, through good staff and training, are key factors in reducing the potential for social impact and complement design factors of licensed premises.

Security personnel and all staff involved in the sale and supply of liquor will be trained in the Responsible Service of Alcohol as an obligation under the relevant legislation and to preserve the ambience and reputation of the Premises. This requires the Premises to enforce appropriate patron behaviour, i.e., staff undertaking all reasonable steps to prevent patrons from becoming intoxicated or behaving in a manner that could be described as indecent, violent or quarrelsome.

The Premises should recognise the importance of encouraging the responsible consumption of alcohol and the need to enforce the above expected norms of behaviour as part of that. This will be enforced through the implementation of the proposed Plan of Management and ongoing review.

Given the characteristics of the Premises, provided that the appropriate harm minimisation strategies within the Plan of Management will be implemented, the Application is unlikely to give rise to adverse social impacts on the locality. These strategies should be appropriately supported through Responsible Service of Alcohol measures, and adequate staff training.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

CPTED & Operational Impact Assessment

The incorporation of relevant CPTED principles and harm minimisation strategies will significantly diminish the potential for social impact arising from the Application, as well as bolster the community's resilience to social impact.

5.4. Plan of Management

The Premises will operate in accordance with a robust Plan of Management which will incorporate the relevant liquor licence conditions and any development consent conditions.

The provisions incorporated in the **enclosed** Plan of Management include but are not limited to:

- Complaints register and incidents register;
- Security personnel, including regular patrols of surroundings after 9:00pm;
- Strict adherence to RSA;
- Carparking restrictions, closure of windows and exposed outdoor spaces to maintain night-time quiet; and
- Procedure to evict and bar patrons who have exhibited unacceptable behaviour.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Scoping the Social Impact of the Application

6. Scoping the Social Impact of the Application

The potential social impacts associated with the proposed development are identified and discussed below together with any measures proposed to maximise benefits and minimise disbenefits. These findings are utilised in **7 Result Interpretation** and **8 Conclusion** to conduct a balancing exercise of the Application’s potential social impact.

Social Impact Scoping	
Potential Impact	Comment
Positive Impact	
Increased flexibility and availability of the Premises’ facilities.	The Application will increase the Premises’ availability improving the community’s access to food, drink, socialisation and entertainment. This will contribute to meeting the demand of significantly growing population. Beyond demand from an absolute increase in people, lives are becoming more flexible. People are increasingly working from home, or engaged in shift work. The Application will permit more people to attend when most convenient and stay for how long they wish.
Activation of Hornsby Town Centre during evening hours.	Pubs, clubs, restaurants, cafes, libraries and the like are often called ‘third places’. That is a place outside of your home (first place) and work (second place). They are important for a community’s wellbeing and mental health as they are places where people primarily gather to socialise and enjoy each other’s company. Whilst a third place can be any free public space such as a library or a park, at evening hours, third places are often clubs as the only option that is available, well lit and monitored. It is important for higher order town centres to maintain a ‘place to go’ during late-night hours. This ensures there is always an option for visitors and ensures are not forced to travel afar such as to the CBD.
Increased options during the late-night period	The Application will not just cater to a growing population, it will also provide the community with more choice. This will allow members to attend when best suits their lifestyles and gives them the option of a later stay. It promotes the efficient use of existing facilities and encourages competition between venues. Competition may incentivise venues to improve their service, quality of their offerings, maintenance of their amenities and lower prices.
Contribution to the live music and entertainment sector	The Premises’ has the largest performance space on the North Shore. While its not expected live entertainment such as music, plays and comedy will be hosted during extended hours. The revenue generated will off-set the cost of providing live entertainment and could be redirected to improving offering quality and frequency.
Create additional demand for workers	Extended trade would naturally increase demand for employees such as bar staff, chefs, cleaners, RSA Marshals, Responsible Gambling Officers and security. A portion of staff wages are expected to be spent locally generating additional economic activity.
Give effect to the NSW Government’s Vibrancy Reforms and the future Hornsby Special Entertainment Precinct	The Application will directly expand late-night trade in the vicinity and contribute to improving the Premises’ live entertainment offerings. Furthermore, a Special Entertainment Precinct must have ‘anchor tenants’ to ‘crowd in’ a diverse, vibrant mix of venues. The Premises can serve this role, generating activity and providing security that would encourage more venues to stay open later in a clustering effect.
Promote a sense of safety in the public domain	The Application will strengthen the Premises’ ability to provide passive and active surveillance with illumination onto the public domain, promoting a sense of safety and deterring crime.
Strengthen a sense of community	The Premises is a pillar of the local community and serves an important role creating opportunities for socialisation and forming connections and bonds. The Application will strengthen its ability to host events, celebrations and engage in outreach.

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Scoping the Social Impact of the Application

Social Impact Scoping	
Potential Impact	Comment
Strengthen the financial viability of the Premises and facilitate the delivery of residential accommodation.	Housing, give back to the community, subsidies live entertainment, tower development - future construction and ongoing jobs The RSL and War Memorial Hall will continue to play an important cultural and social role, including ceremonial and music/cultural events. A recent planning proposal was finalised to facilitate extension of the existing Hornsby RSL, a hotel, serviced apartments and shop top housing along with a seniors living complex, in recognition of the importance of this site to the future of the centre.
Improved crowd dispersion	A later closing time will allow patrons to depart gradually over time rather than potentially all at once at 1:00am. This would mitigate potential social and acoustic impact.
Adoption of a modern Plan of Management	The Application will result in the adoption of a modern Plan of Management. It contains operational measures to mitigate the Application's potential negative impacts as summarised above. The included complaint procedure minimises the potential for ongoing undue impact. It will act as a master reference document that will improve staff professionalisation, and management and operational outcomes.
Reinforce Transport Oriented Development	The Premises is co-located with Hornsby Railway Station and high-density housings. This makes it easy to access by staff and visitors via alternative modes of transport. The Application will reinforce transport oriented development delivering positive social, health, environmental and economic outcomes.
Negative Impact	
Acute Alcohol-Related Harm including: <ul style="list-style-type: none"> • Crime, anti-social behaviour, disruptive behaviour; and • Injuries resulting from accidents, including vehicular incidents. 	An expansion in liquor availability may result in an increase in acute alcohol related harm. An overview of the Premises' operational characteristics along with expected clientele suggests low potential for impact. This can be mitigated by the implementation of the proposed Plan of Management. Additional assessment is
Chronic Alcohol-Related Harm including: <ul style="list-style-type: none"> • Death, hospitalisation, worsened health, and social and emotion distress resulting from long-term unsafe alcohol consumption. 	An expansion in liquor availability may result in an increase in chronic alcohol related harm. An overview of the Community's demography and the Premises' character suggests low potential for impact. A detailed assessment as to whether this impact rises to the level of significant or adverse is provided below.
Increased demand for health services and policing resources	Increased demand for public services can be minimised by implementation of the proposed Plan of Management.
Contributions to changing local character	The Application may contribute to the changing local character to a more active, high-density town centre. Depending on an individual's perspective, this may be a negative impact. However, the Application is consistent with the envisaged desired future character.
Noise Impact including: <ul style="list-style-type: none"> • Breakout noise from general operations; and • Noise from departing patrons and cars 	The Rodney Stevens Acoustic Report projects compliance with all relevant acoustic criteria, including inability after midnight, subject to its recommendations. Noise from departing patrons and cars is suitably addressed by the proposed Plan of Management. Therefore, noise impact is not expected to generate

Table 14: Scoping the Social Impact of the Application

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Result Interpretation

7. Result Interpretation

7.1. Local and Broader Community Susceptibility to Alcohol-related Social Impact

The Inventory Analysis carried out in Section 5 revealed both positive and negative characteristics and indicia of the Local and Broader Community in the context of susceptibility to alcohol related social impacts. These characteristics are summarised as follows.

Local and Broader Community Susceptibility to Alcohol-related Social Impacts		
Indicia	Positive characteristics	Negative characteristics
Age	The age profile of the Local and Broader Community do not substantially deviate from the NSW average. The Broader Community notably has a lower percentage of the higher risk 20929 age range. This indicates that there is an unlikely propensity for acute alcohol-related harm arising from harmful consumption of alcohol practices such as binge drinking.	N/A
Education	Highly educated population with greater levels of tertiary qualifications when compared to the NSW average. This indicates a lower propensity for acute and chronic alcohol-related harm.	N/A
Employment	High proportion of the population working in white-collar jobs (professionals, managers, salespersons and administrative workers) in the Local and Broader Community. White-collar workers are less likely to suffer from acute alcohol-related harm than blue-collar workers.	A high proportion of white-collar workers is associated with more regular drinking, but less volume of alcohol consumed.
Travel	The Local Community (31.3%) and Broader Community (33.3%) are less likely to travel via motor vehicle than the NSW average (47.2%). Instead, there is a higher portion of people walking, catching public transport and working from home. Alcohol is a major contributor to vehicle incidents. Availability and prevalence of alternative transport may have a moderating effect on acute alcohol-related harm.	N/A
Income & Housing	Personal, family, and household income in the Local Community are marginally higher than the NSW average. All categories of income in the Broader Community are greater than the NSW average. This indicates that the Local and Broader Community is unlikely to be susceptible to alcohol-related harm to a greater extent than the state.	A higher portion of the Local Community is in housing stress, defined as spending greater than 30% of income on housing, compared to the NSW average. This may have a minor effect on the Local Community's tolerance and capacity to withstand alcohol-related harm
Community Diversity	A lower proportion of the population in the Local Community is born in Australia when compared to the NSW average. Low population of Aboriginal and Torres Strait Islanders who have a higher susceptibility to alcohol-related harm, despite consuming less alcohol on-average when compared to non-indigenous communities. This indicates that the population is less susceptible to acute and chronic alcohol-related harm.	N/A

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Result Interpretation

Local and Broader Community Susceptibility to Alcohol-related Social Impacts		
Indicia	Positive characteristics	Negative characteristics
SEIFA (IRSAD) Data	<p>The Local and Broader Community are classified as 'most advantaged' which indicates a moderate propensity to chronic alcohol-related harm as the 'most advantaged' community are more likely to drink on occasion but consume fewer drinks per session and are therefore less likely to practice harmful consumption of alcohol.</p> <p>Moreover, 'most advantaged' communities have higher incomes and better access to support services meaning that any potential alcohol-related harm is less likely to eventuate.</p>	N/A
BOCSAR Data	<p>All categories of crime in the Local Community and Broader Community are below the NSW average.</p> <p>The five-year trend for the Local Community and Broader Community is either stable or showing signs of crime rates decreasing. The sole exception is non-alcohol related nondomestic assault. However, the increasing rate matches a similar trend in NSW at large. Moreover, alcohol-related non-domestic assault is a small portion of overall non-domestic assault and has not seen a similar upward trend.</p> <p>This would suggest baseline acute alcohol related harm in the Community is low.</p>	<p>The Premises is located within a high-density hotspot for non-domestic assault, domestic assault and malicious damage to property.</p> <p>However, rates of incidents in the Local Community remain below the NSW average. When combined with a higher level of visitors within a town centre transport hub, likelihood or rate of victimisation is low.</p> <p>Notwithstanding, any expansion of trade should have regard to the higher absolute number of incidents. A suitable response should include strict adherence to RSA and a robust security presence.</p>
HealthStats NSW	<p>Slightly lower rate of alcohol-attributable deaths in the Broader Community when compared to the NSW average.</p> <p>Contributing factors could include a higher SEIFA which improves capacity to seek medical assistance and education which may have a positive effect on harm minimisation.</p>	<p>Slightly higher rate of alcohol-attributable hospitalisation in the Broader Community when compared to the NSW average. This indicates a moderate potential for chronic alcohol-related harm.</p> <p>Contributing factors could include a higher SEIFA which improves capacity to seek medical assistance, which may be reflected in the lower rate of alcohol-attributable deaths.</p>
Alcohol Consumption Patterns	<p>A marginally lower percentage of adults in the North Sydney LHD (71.2%) consume alcohol contrary to the NHMRC Guideline compared to NSW (72.9%).</p> <p>This may reflect the locality's higher levels of education which may contribute to responsible drinking and reducing baseline alcohol-related harm in the Community.</p> <p>Note, the North Sydney LHD encompasses substantially more area than the Broader Community, limiting the strength of conclusions that can be drawn.</p>	<p>Generally, adults in the North Sydney LHD drink more frequently and at a higher rate than the NSW average.</p> <p>This may reflect the higher income levels of the Community increasing ability to purchase more alcohol.</p> <p>Note, the North Sydney LHD encompasses substantially more area than the Broader Community, limiting the strength of conclusions that can be drawn. An ameliorating factor is the Local and Broader Community's comparative lack of liquor licence density.</p>

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Result Interpretation

Local and Broader Community Susceptibility to Alcohol-related Social Impacts		
Indicia	Positive characteristics	Negative characteristics
Liquor & Gaming Data	<p>There is a lower saturation of Hotel and Club licences in the Local (17.80) and Broader (15.15) Community when compared to the NSW average (41.71).</p> <p>More broadly, the Local (169.17) and Broader (126.47) Community demonstrate a lower per capita rate of all liquor licence types (237.62). This is despite the Local Community's role as a town centre.</p> <p>Packaged liquor license saturation in the Local (31.16) and Broader (35.59) approach the NSW average (39.53). They disproportionately contribute to the availability of alcohol and possibly by extension, related harm in the Community. With these licenses, there is less or no oversight to prevent risky drinking that may contribute to chronic alcohol-related impact.</p> <p>Overall, licensing density may suggest a low baseline potential for generating alcohol-related harm, noting the Application does not increase the density of licensed premises in the Community.</p> <p>Inversely, the comparative lack of Hotel and Club premises suggests there is unmet demand for places for relaxation, socialisation and entertainment in the Community.</p>	N/A

Table 15: Local and Broader Community Susceptibility to Alcohol-related Social Impacts

In consideration of the above, we are satisfied that the Local and Broader Community are not vulnerable to alcohol-related harm to a degree that would preclude an extension of trade at the Premises. Rather, statistics show the Local and Broader Community have characteristics that diminish alcohol-related harm, such as high level of education, and improve their ability to mitigate potential harm. When viewed in conjunction with the low-risk nature of the Premises, lower density of liquor licences and growing population, there is a low baseline for alcohol-related harm. This also suggests there is capacity to expand liquor access without cumulative alcohol-related harm rising to an undue threshold.

7.2. Assessment of Relevant Planning Controls, Objectives and Considerations

Per the findings in:

- 5 CPTED & Operational Impact Assessment**, the characteristics of the Premises are inherently not conducive to generating disproportionate acute alcohol-related impact. Mitigation would be further mitigated by strict adherence to the enclosed Plan of Management.
- 6 Scoping the Social Impact of the Application**, the Application's positive impacts can outweigh potential negative impacts should there be low baseline alcohol-related harm and there is sufficient mitigation.
- 7.1 Local and Broader Community Susceptibility to Alcohol-related Social Impact**, the Local and Broader Community's baseline alcohol-related harm is low. From a demographic perspective, particularly with regard to chronic alcohol related harm, they are suitable for expanded liquor access through extension of trade.

With regard to the collective findings in this SIS prior, an assessment of the Application's consistency with the relevant planning controls, objectives and considerations is provided in the table below.

DESIGN COLLABORATIVE
252159.SIS

HORNSBY RSL CLUB

Result Interpretation

Planning Assessment	
Summary of Criteria	Assessment
Environmental Planning & Assessment Act 1979	
Section 1.3:	
<i>To promote the social and economic welfare of the community and a better environment by the proper management, development and conservation of the state's natural and other resources,</i>	<p>The Application would result in positive economic and social impacts on the Local and Broader Community as the overall benefits of the Application outweigh the potential negative impacts</p> <p>The Application will expand access to the Premises facilities, provide additional choice, flexibility and competition and reinforce employment.</p> <p>The Application is in the public interest as it would support the night-time economy and respond to the demand of a rapidly growing population. It would also help subsidise live entertainment and future residential accommodation development.</p> <p>Other impacts such as potential acoustic and management issues can be sufficiently mitigated as detailed in the Statement of Environmental Effects and Plan of Management under separate cover.</p>
<i>To facilitate ecologically sustainable development by integrating relevant economic, environmental and social considerations in decision-making about environmental planning and assessment,</i>	
<i>To promote the orderly and economic use and development of land,</i>	
<i>To promote good design and amenity of the built environment,</i>	
<i>To provide increased opportunity for community participation in environmental planning and assessment.</i>	
Section 4.15:	
<i>Matters for Consideration - General; In determining a development application, a consent authority is to take into consideration such of the following matters as are of relevance to the development the subject of the development application-</i>	
<i>The likely impacts of that development, including environmental impacts on both the natural and built environments, and social and economic impacts in the locality,</i>	
<i>The public interest.</i>	
Hornsby Local Environmental Plan 2013	
LEP Aims:	
<i>to protect and promote the use and development of land for arts and cultural activity, including music and other performance arts,</i>	<p>The Premises' has the largest performance space on the North Shore. While its not expected live entertainment such as music, plays and comedy will be hosted during extended hours. The revenue generated will off-set the cost of providing live entertainment.</p> <p>Often, live entertainment is financially risky, as acknowledged by the incentives offered by the Vibrancy Reforms. Moreover, the Premises' tries to reduce costs of attending for members. The Application would help bridge this gap, supporting live music in Hornsby Town Centre.</p>
<i>to facilitate development that creates—</i>	
<i>progressive town centres, thriving rural areas and abundant recreation spaces connected by efficient infrastructure and transport systems, and</i>	<p>The Application maximises the efficient use of an existing venue within Hornsby Town Centre adjacent to the Hornsby Railway Station.</p>
<i>a well-planned area with managed growth to provide for the needs of future generations and people enriched by diversity of cultures, the beauty of the environment and a strong economy,</i>	<p>The Application responds to the demands of a rapidly growing population for not just more space to relax and socialisation, but also flexibility.</p>
<i>to guide the orderly and sustainable development of Hornsby, balancing its economic, environmental and social needs,</i>	<p>With the Plan of Management's mitigation measures, positive outcomes will outweigh potential negative effects resulting from noise and alcohol.</p>
<i>to permit a mix of housing types that provide for the future housing needs of the community near employment centres, transport nodes and services,</i>	<p>The Application will support investment in future residential accommodation development at the Subject Site and strengthens employment in the vicinity of high-density housing.</p>
<i>to permit business and industrial development that meets the needs of the community near housing, transport and services, and is consistent with and reinforces the role of</i>	

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Result Interpretation

Planning Assessment	
Summary of Criteria	Assessment
<i>centres within the subregional commercial centres hierarchy,</i>	
<i>to provide a range of quality passive and active recreational areas and facilities that meet the leisure needs of both the local and regional community,</i>	The Premises' provides a plethora of facilities for recreation and leisure, including snooker and a competition grade ping pong hall. The Application will expand access to these low-impact activities and strengthen capacity for maintenance and upgrades.
<i>to facilitate the equitable provision of community services and cultural opportunities to promote the well being of the population of Hornsby,</i>	The Premises is a pillar of the community, and the Application will reinforce its ability to fill this role through events, outreach, celebrations and hosting more live entertainment.
<i>to protect and enhance the heritage of Hornsby, including places of historic, aesthetic, architectural, natural, cultural and Aboriginal significance,</i>	The Premises plays an important role in the upkeep of Hornsby's history. The Application will assist in the maintenance and expansion of this role.

Table 16: Planning Assessment

Liquor Act Assessment	
Summary of Criteria	Assessment
Liquor Act 2007	
<i>to regulate and control the sale, supply and consumption of liquor in a way that is consistent with the expectations, needs and aspirations of the community,</i>	The community expectations for the consumption of alcohol are becoming more flexible and less 'traditional'. This is reflected in the legislation through the Vibrancy Reforms which seek to expand the night economy partially by removing red tape and regulation.
<i>to minimise harm and impact associated with alcohol use and licensed premises</i>	The positive social impacts of the proposed development are seen to counteract the potential negative social impact commonly associated with the operation of hotels. In addition, several pertinent characteristics and indicia of the community such as higher education levels, higher levels of white-collar workers, higher income, and lower population of ATSI are indicative of a lower propensity to alcohol-related harm.
<i>to encourage responsible consumption of alcohol practises</i>	Further, the Application proposes a Plan of Management which incorporates appropriate RSA and security provisions for the Premises. We generally suggest within a low-impact venue like the Premises, alcohol consumption under RSA supervision is less likely to result in risky drinking and is preferable than the alternatives.
<i>to ensure licensed premises do not give rise to adverse social impact on communities.</i>	The Application will contribute to the viability and expansion of the Premises' live entertainment.
<i>to facilitate the balanced development, in the public interest, of the liquor industry, through a flexible and practical regulatory system with minimal formality and technicality,</i>	It is therefore concluded that the Application is unlikely detrimental to the wellbeing of the local and broader community.
<i>to contribute to the responsible development of related industries such as the live music, entertainment, tourism and hospitality industries.</i>	

Table 17: Liquor Act Assessment

DESIGN COLLABORATIVE
252159.5SIS

HORNSBY RSL CLUB

Conclusion

8. Conclusion

An assessment against the identified criteria including demographic characteristics of the local and broader community and crime data found that the likelihood of the Application giving rise to social impact is low.

To mitigate potential negative impact, we recommend strict adherence to the **enclosed** Plan of Management. The operational details capitalise on these positive characteristics and enhance the community's resilience to alcohol-related harm, ensuring that the Application does not give rise to adverse social impact on the surrounding area.

Lastly, the CPTED assessment indicates that the Premises is well designed to minimise the opportunity for crime and maximise the likelihood for intervention.

The Application will provide a late-night use that gives effect to the NSW Vibrancy Reforms, Hornsby Local Environmental Plan 2013, Hornsby Town Centre Master Plan and proposed Hornsby Special Entertainment Precinct. The Application will expand access to a high-quality community centre space for food, drink, socialisation and recreation for the visitors, workers and residents of Hornsby. The Premises' live entertainment offerings will also be enhanced by the Application.

Under these circumstances, the Application is considered to be acceptable with regard to all relevant social planning issues and is in the public interest. On balance, the effective mitigation of **acute** and **chronic** alcohol-related harm with ameliorating characteristics of the locality and Premises, results in an overall positive social impact.

It is therefore concluded that there are no valid social planning reasons why development consent should not be granted to the Application as proposed.

DESIGN COLLABORATIVE
252159.5SIS

39

ATTACHMENT 3 - ITEM 1