

LICENCE TO SERVE

ISSUE 031

News from the Liquor Licencing team



Health New Zealand
Te Whatu Ora



This newsletter is jointly produced by the Timaru District Council Alcohol Licensing Team, the Police Alcohol Harm Reduction Officer, Te Whatu Ora Alcohol Licensing Officer and the Fire Risk Management Officer, Fire & Emergency New Zealand.

We encourage all licensees to circulate this newsletter to all staff, especially Duty Managers.

Days are getting shorter, and nights are getting cooler

With the temperatures starting to drop leading into winter, you will all be noticing your establishments needing to add heating to combat the chill and keep customers comfortable so I thought we could chat about safe ways to heat your space.

If you have a fireplace within your premise, here are some important tips to ensure it is being used safely.

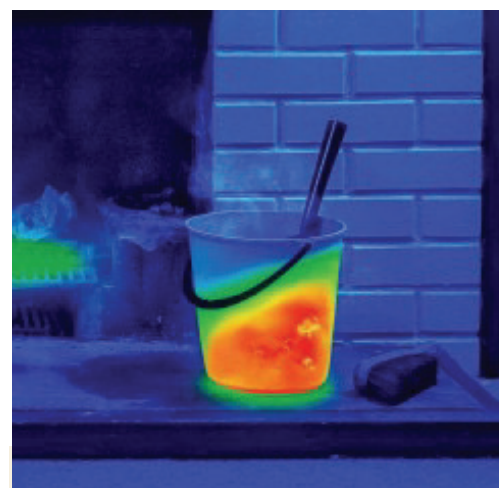
- 1 Make sure the chimney has been swept prior to your first fire of the season.
- 2 Always use a fireguard or sparkguard with open fires.
- 3 Never throw rubbish into your fire
- 4 Dispose of ashes safely. Put them into a metal bucket with a lid, then douse them with water.
- 5 Before going home at the end of service, make sure your fire is out.

If you're looking for any advice about the safe use of heating within your business, feel free to reach out to our community risk team on:

mid-southcanterburydistrict-RRteam@fireandemergency.nz

Some businesses might prefer to use heaters to warm up their space and they too, need to be used safely:

- 1 Remember the "Heater-Metre rule": Always keep furniture, curtains, clothes and customers at least one metre away from heaters and fireplaces.
- 2 Don't store objects on top of your heating appliance.
- 3 Never cover heating appliances
- 4 Never plug electric heaters into a multibox. "If it heats or cools, it plugs into the wall".



Hot ashes

Did you know: ashes can take up to 5 days to cool completely? Make sure:

- ✓ Ashes are left to cool before disposing of them
- ✓ Water is poured over hot ashes in a metal bin
- ✓ Ashes/ashtray are emptied into a metal bin



fireandemergency.nz

Incident Books

With a few Police involved incidents in licensed premises recently, I thought it would be a good time to remind managers and licensees of the importance of running a detailed incident book.

Recently, after an incident occurred at a licensed premise, I followed up with the manager in the week following to discuss what happened and get an accurate description of what unfolded. This particular manager was able to provide a written entry from their incident book outlining their point of view. It was extremely helpful towards the Police investigation and learnings on what can be improved on next time. Keeping an up to date log shows Police that you are doing what you can to prevent alcohol related harm and run a tight ship.

However, also recently at Police request, another bar within the district was unable to find their incident book. This showed it wasn't kept in a particular location that all staff knew of and probably wasn't being used. As helpful as they are to Police investigations, they can actually cover you and your staff if any allegations are made towards the bar or staff.

Incident log (viii)

Date and time of incident			
Nature of incident (Chosee from list)	Inappropriate behaviour	Turning away of minors	Damage to premises or personal property
	Assault/fight	Minors found on premises	Theft of property
	Accident requiring first aid treatment	Attempted purchase by a minor	Suspected presentation of fake ID
	Interventions with intoxicated customers	Refusal of patron (state reason)	Other (state reason)
Drug use (state drug if known)			
Location of incident			
Description of events		Witnesses	
Where were you? What did you see/hear? What happened first? Who was there? Photographs/videos? Trespass notice served? Police called? When? Ambulance? Were there witnesses?		List names and/or a brief description of all persons you saw near the incident?	
Date and Time of completing report			
Declaration			
I hereby declare this report to be a true and accurate statement describing the event I witnessed			
Signature:			

Above is an example of an incident log found on the alcohol.org website in the resources section. This particular log doesn't need to be used but the titles they use are perfect and I urge you to have your staff aware of what they should be looking for if something was to occur. It doesn't need to be a novel but bullet points and brief notes go a long way.

All the best for the cooler months of the year!

Sergeant Cam McBride



Controlled Purchase Operations

On Saturday 13 April 2024 Police ran a Controlled Purchase Operation (CPO) where volunteers were sent into licensed premises to test the processes alongside Council and Medical Officer of Health representatives. The premises visited during this operation were off licenses.

It is great to see that of the 13 premises visited (10 in Mackenzie and 3 in Timaru District) no sales were made to the minors. It was awesome to see that those tested were vigilant and the minors were turned away immediately.

I have been asked in the past 'when are you doing your next CPO'. If your staff are doing what you are telling us they are doing, then why do you need to know when the next CPO is? Many premises now have a policy of asking for ID if anyone looks under 25. We often get contacted by members of the public about premises that we need to target in future CPOs or monitoring visits.

Just a reminder that there are three different types of CPO:

- Minors CPO – whereby Police send minors into licensed premises to test whether they can purchase alcohol.
- Club CPO – whereby non-club members are sent into a club to see if they can purchase alcohol.
- Food CPO – this is where licensed premises are tested to ensure that at all times when the premises are open for the sale and supply of alcohol a reasonable range of food is available for consumption at reasonable prices and within a reasonable time of being ordered.



Food NEWS



Reminder: Businesses registered with the Food Control Plan (FCP) should now be using the version 4 of the Simply Safe & Suitable template (deadline was 20th February 2024).

The Simply Safe & Suitable FCP template – S39-00004 is available in digital form on the New Zealand Food Safety Website:

www.mpi.govt.nz/dmsdocument/16684-Simply-safe-and-suitable-food-control-plan-template-colour

Food businesses can download and print it or download and save it to their device. Hard copies are available to purchase over the counter at the Timaru District Council for \$15.

Your verifier will request to see your FCP at your next verification, so please ensure it is kept on site.

For any queries, please contact us on 03 687 7200 or foodadmin@timdc.govt.nz

SCAB Education

Legend foretells of a champion, rising up and making the sale, supply, and consumption of alcohol safe and responsible in licenced premises' everywhere.

Regarded by some as the best thing since sliced bread, while others call it 'the future', of course, we can only be speaking of the all-powerful SCAB tool.

When it comes to upholding the object of the Sale and Supply of Alcohol Act 2012 (the ACT), which is reducing alcohol related harm, the SCAB – Intoxication Assessment Tool is one of best things a licensee or manager can have in their toolbox.

As having intoxicated people on-site at your licensed premises is considered an offence under the ACT, being able to identify and assess for intoxication is a rather handy skill to have. SCAB helps by giving you a standardised reference tool to assist in assessing if a person is sober, under the influence of alcohol or intoxicated by:

- First, SCAB breaks down intoxication into the observably affected areas: Speech (S), Co-ordination (C), Appearance (A), and Behaviour (B).
- Second, SCAB gives indicators you can reference across the 3 different degrees of intoxication: Sober, Influenced, and Intoxicated.
- The combination of indicators and observation will give you the responsible action at the bottom to either: Monitor & Serve Responsibly, Intervene, or Deny & Remove.

You too can be a champion of making the sale, supply, and consumption of alcohol safe and responsible in licenced premises' by becoming a SCAB superhero and using the tool!

Remember to use your other tools, like food and low-alcohol options, to keep people in the green 'sober' and orange 'influenced' zones. If they get into the red 'intoxicated' zone, you will have to remove the person from the licensed premises.



Intoxication Assessment Tool			
Indicators may include but are not limited to:			
	SOBER	INFLUENCED	INTOXICATED
S peech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
C oordination	Coordinated, balanced standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand un-aided or sit straight.
A pppearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
B ehaviour	Behaving sensibly but may be more relaxed.	Over friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

If you don't have SCAB or would like some resources for you licensed premises, please get in contact with me at the public health unit:

Cameron Duff
03 687 2600 / 027 537 2321

Health New Zealand
Te Whatu Ora

LCQ Training Dates

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

The 2024 dates have just been released and are as follows.

Session	Assessment
29-Jul	12-Aug
14-Oct	30-Oct (Wednesday due to Labour day on 28-Oct)

Please contact ARA directly to register. Also to note is that ARA do offer the ability to carry out night sessions if demand is sufficient so speak to them if this may be something you wish to pursue.

As well as the ARA courses there are also the following options online:

GetLCQ
www.getlcq.co.nz (0800 800 415)

Industry Training Solutions
www.its.ac.nz (0800 GO4 ITS)

ServeWise

This is excellent for those staff that you have working behind the bar who may not wish to go to the next level of obtaining their LCQ.

This is a free training system and you can access this by going to www.alcohol.org.nz and search for 'Servewise'.



Club Education Night

Back in 2018 we held our first Club Licence Education Evening which was a popular way of connecting with our club licensees and so we are going to hold another event.

The details are:

Venue	Date	Time
Timaru Fire Station 17 Latter Street, Timaru (upstairs in the bar area)	Wednesday, 29 May 2024	7pm

Due to the fire station being an operational station, we ask that all attendees park off-site to ensure the crew are not impeded. Tea/Coffee and nibbles will be available. The agencies represented at this evening will be FENZ, Police, Council and Medical Officer of Health. Following our short presentations, we will open the floor to answer any questions you may have.

If you can reply **RSVP to liquoradmin@timdc.govt.nz** by end of business Friday 24th May 2024 with the following details, we can add you to the list. We have a limited capacity at the venue (maximum 60-70 and the last educational evening we held saw 70-80 people attend) so it will be a first in, best dressed case.

Contact Name

Contact Number

Club being represented

Number of Attendees

**Between 2019 and 2023,
nearly two thousand crashes
were reported in the
South Canterbury region.**

**Of the 32 fatal crashes,
18 or 56% involved alcohol.**

**Drive sober;
keep people safe.** ✓

SOUTH CANTERBURY ROAD SAFETY
Transforming our community culture

Michelle Bunt 027 286 5389
Lucy Mehrstens 027 288 2583

www.scrs.org.nz
@scrsnz

From the Secretary's Desk

Kia ora koutou

Winter is fast approaching, and the work continues to come in at a steady pace.

We are pleased to have the full complement of our team onboard, trained up and who are doing a great job at keeping up with the demand.

We have commenced pro-active monitoring of clubs this quarter and have also conducted a Controlled Purchase Operation, which was very successful with all 13 premises attended meeting their obligations under the legislation. A very pleasing result indeed.

Those of you who submit special licence applications will note we have made a subtle change to our forms, that being whether or not you intend to sell wine by 750ml bottles, as can be seen below. This change has come about as a result of the recent Joint Local Alcohol Policy review. If you are wanting to sell wine by the bottle, please note that further information will be required

from you from the inspector, to ensure you have the necessary measures in place to monitor alcohol consumption at tables.

What types of alcohol will be available:

Beer	Cider	Spirits	Ready to Drink	
Wine	Will you be selling wine by 750ml bottles:		Yes	No

There will also be some up and coming changes to hearings, which will make it easier for communities to have a say on alcohol regulation in their area.

Those changes will require that hearings: avoid unnecessary formality, do not permit cross-examination, or the ability for parties to question other parties or their witnesses – DLCs will test evidence instead.

Thank you all for your diligence in keeping our community safe with your harm minimisation and host responsibility in the sale and supply of alcohol.

Ngā mihi, Debbie Fortuin
Secretary