



HOSPITALITY | Issue No. 7 | *Is it time to review your RAMP?*

August 2015

Licensees would be aware of the requirement for licensed premises to lodge a Risk Assessed Management Plan (RAMP) with the Office of Liquor and Gaming Regulation (OLGR).

It is important that licensees ensure that RAMPs are up-to-date and adhere to the OLGR's requirements. This is particularly relevant if a RAMP was lodged a number of years ago as the OLGR is often changing and updating its list of issues which are to be addressed in a RAMP.

The purpose of a RAMP is to outline how a licensee will manage its premises in order to minimise harm caused by alcohol abuse and misuse. A RAMP will have to be provided when applying for a number of various liquor licences.

A RAMP will not be required when applying for subsidiary on-premises meals and cafe licences, provided the premises are low risk (meaning the premises are not open past midnight, do not hold an adult entertainment permit and are not in a restricted area).

There are a number of matters which must be addressed in a RAMP. These include the following:

- **Responsible service of alcohol (RSA)** - description of practices and training for staff employed to ensure RSA.
- **Liquor accord** - details of membership (if applicable).
- **Lighting** – describe lighting within and outside premises for security purposes.
- **Noise mitigation** - describe how the licensee monitors noise levels and practices to reduce noise levels.
- **Security** - detail the numbers employed throughout a standard week, where security providers are to be

assigned, employment of security with respect to private and public functions, details of CCTV.

- **Transport services** - describe transport services available to patrons leaving the premises (eg. local transport, taxi ranks).
- **Provision of meals** - describe available catering services for the provision of meals and specify the types of services (eg. bistro/bar dining, buffet etc.).
- **Training of staff** - detail training processes for staff, including relevant liquor licensing matters that the licensee trains staff to deal with, how regularly training is conducted.
- **Dealing with minors on the premises** - describe management practices with respect to preventing minors on premises where appropriate and dealing with minors found on premises.
- **Dealing with unduly intoxicated and disorderly patrons** - describe the methods employed by staff to deal with these patrons.
- **How the impact of the business on the amenity of the community will be limited** - provide detail on how the premises, will mitigate noise from emptying bins, etc., patron behaviour in and around licensed premises particularly leaving the premises, parking and any other relevant issues.
- **Consultation with community and industry groups** - describe matters on which the licensee has consulted with any community liquor industry groups.
- **Ensuring the conduct of business at the premises complies with the Act and other laws** – outline strategies/practices employed to manage a number of issues, including footpath dining, designated outdoor smoking area, advertising, number of patrons on the premises, adult entertainment and/or functions.



The responses to each of the above matters must be of sufficient detail to satisfy the OLGR and to provide a basis for conditioning the operation of the liquor licence.

A RAMP must be approved by the OLGR and may be changed as long as any of the proposed amendments are lodged with the OLGR and approved by the Commissioner prior to taking effect.

The licensee or permit holder must notify the Commissioner of any change in proposed operating practices by lodging a new RAMP. Failure to advise the Commissioner of any changes may result in remedial action.

Should you require any further information in relation to or assistance in drafting and/or reviewing a RAMP, please contact Curt Schatz.



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