

Nelson Tasman Alcohol Update

KEEPING LICENSEES AND THEIR STAFF UP TO DATE WITH ALCOHOL LICENSING MATTERS



SEPTEMBER 2015

Welcome to the Nelson Tasman Alcohol Update - produced by the Nelson City and Tasman District Council Alcohol Licensing Teams, NZ Police Alcohol Harm Reduction Officer and the Nelson Marlborough District Health Board's Public Health Service. This issue focuses on things you need to start thinking about ahead of the busy summer period.

In this update

1. Special licences for summer events
2. Christmas trading hours
3. Rugby World Cup licence hours
4. Host responsibility – using the “SCAB” assessment tool
5. Fake IDs
6. Agency contact details

1. Special licences for summer events

If you are holding a special event between 18 December 2015 and 18 January 2016 you **must** lodge your application for a Special Licence by **20 November 2015**. This is due to the Christmas shut down period for District Licensing Committees between 20 December and 15 January every year. Don't get caught out – the Christmas shut down period and public holidays push out the application date for any event prior to 17 February 2016.

This is how you can work out when you must have applications in for events after 18 January 2016: Special licence applications must be submitted **at least 20 working days** before the date of the event. Working days do not include weekends, public holidays or the days 20 December to 15 January inclusive.

Please ring us if you have any doubts about when you should apply for a special licence and we will help with working last application dates out for you.

Special licence application forms are available for download on the Council websites:

www.nelson.govt.nz

www.tasman.govt.nz

2. Christmas trading hours

A reminder about Christmas Trading hours:

ON Licences are not permitted to sell alcohol on Christmas Day to any person other than those who are:

- On the premises for the purpose of dining, or
- Who for the time being are living on the premises.

Or, unless a special licence has been granted.

If you are providing meals you can sell alcohol as an accompaniment to the meal up to one hour before and after the meal. **Casual drinking is not permitted.**

Christmas Eve falls on a Thursday this year. **ON Licences** must cease selling alcohol at midnight on Christmas Eve (or as your licence hours state if they are earlier).

OFF Licences are not permitted to sell alcohol on Christmas Day.

3. Rugby World Cup licence hours

The Government recently amended the Sale and Supply of Alcohol Act 2012 to allow ON Licensed and CLUB Licensed premises to sell alcohol outside their normal licensing hours if they intend to open specifically for the purpose of watching a live televised Rugby World Cup game. Key things you need to know if you are planning to open and sell alcohol during Rugby World Cup games:

- You must advise the District Licensing Committee and Police in writing at least 7 days before the date you intend to televise any game (specifying the game/s)
- You must provide a noise management plan with your notification
- Outside areas cannot be used at all even for smoking purposes
- Outside audio equipment cannot be used
- Bottles or other rubbish cannot be disposed of (outside) during the extended hours
- You must display a general statement about how you will comply with the requirements of the amendment act. This statement should be displayed next to your licence.

Generally what the amendment means is that:

- Premises can be open 1 hour before the start of each game notified to DLC and police
- If a game is scheduled to start no more than 2 hours after the premises permitted trading hours then they can stay open until the game
- If a game is scheduled to start more than 2 hours after the premises permitted trading hours then the premises must close until 1 hour before the start of the game
- The premises are required to stop selling alcohol 30 minutes after the end of each notified televised game. Note the 30 minutes drink up time is still allowed for taverns.

Hospitality NZ are assisting members who want to open for the Rugby World Cup. The Ministry of Justice has also developed useful FAQ's and templates for notification to the District Licensing Committee and Police, noise management and the general statement to be displayed:

www.justice.govt.nz/policy/sale-and-supply-of-alcohol/2015-rugby-world-cup

Please contact Council licensing staff if you have any questions or require any help.

4. Host responsibility – using the SCAB tool

Assessing levels of intoxication is not always easy. People act differently and will often 'straighten up' before approaching the bar to buy another drink. The "SCAB" (Speech, Coordination, Appearance, Behaviour) traffic light tool helps by showing you what to look for in an objective way.

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

Intoxication definition
INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.

AL 805 | May 2013

If someone is displaying **two** indicators in the orange you need to be getting involved to ensure they don't become further intoxicated. Offer water, non alcoholic drinks and food to help move them back to green. If someone is showing any signs in the red, refuse service and remove them from the premises.

You can download the SCAB tool free in A4 or A6 size from the Health Promotion Agency website: www.alcohol.org.nz or contact Council licensing staff who can provide copies. Make sure your staff know what to look for and use the SCAB tool. More detail on the server's role can be found on page 4 of this update.

5. Fake IDs

A number of altered driver's licences have been handed to Police recently. Those with a 1998 birth date on their licences are scratching out part of the 8 to make a 6 (making it 1996 – and therefore "over 18"). It's very hard to detect and Police are requesting that all licensees, managers and door staff be extra vigilant for this alteration on driver's licences. If you suspect a licence has been altered, hang on to it and pass it to Sergeant Mal Drummond who can follow up with the person in question.



6. Agency contact details

Nelson City Council Alcohol Licensing Team

www.nelson.govt.nz/alcohollicensing

Melanie Yeomans	Licensing Administrator	melanie.yeomans@ncc.govt.nz	545 8726
Sarah Yarrow	Licensing Inspector	sarah.yarrow@ncc.govt.nz	546 0260

Tasman District Council Alcohol Licensing Team

www.tasman.govt.nz/services/licensing-and-environmental-health/alcohol-licensing

Larissa Illing	Licensing Administrator	larissa.illing@tdc.govt.nz	543 8496
Tracy Waddington	Licensing Inspector	tracy.waddington@tdc.govt.nz	543 8513

NMDHB Public Health Service

Carol McIntosh	Public Health Promoter	carol.mcintosh@nmdhb.govt.nz	543 7928
Alan Bywater	Public Health Promoter	alan.bywater@nmdhb.govt.nz	543 7911
Andrew Lindsay	Medical Officer of Health	andrew.lindsay@nmdhb.govt.nz	543 7926

NZ Police Alcohol Harm Reduction Officer

Sgt Mal Drummond	Alcohol Harm Reduction	malcolm.drummond@police.govt.nz	546 3840
------------------	------------------------	--	----------

Intoxication Prevention Tool

1 SOBER MONITOR



1 SOBER MONITOR

CUSTOMER BEHAVIOUR

- Coherent, clear speech, normal tone and volume, may be talkative
- Coordinated, balanced, standing without help or support
- Clear eyes, tidy, alert
- Behaving sensibly

2 INFLUENCED INTERVENE



CUSTOMER BEHAVIOUR

- May be overly talkative, opinionated, stumble over words, loud, inappropriate language or comments
- Slowed or delayed reactions, swagger or occasional staggers or sways
- Vacant or blank expression, smell of alcohol on breath, may look untdly
- Overly friendly or withdrawn, inappropriate or risky actions, argumentative, fading attention, increased consumption rate

3 INTOXICATED DENY AND REMOVE



CUSTOMER BEHAVIOUR

- Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical
- Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight
- Eyes glazed or bloodshot, inability to focus, tired, asleep, dishevelled
- Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers

2 INFLUENCED INTERVENE



3 INTOXICATED DENY AND REMOVE



SERVER'S ROLE

MONITOR CUSTOMER CONSUMPTION

- All staff have a role in monitoring the effect of alcohol on patrons
- Talk with the customer – this will build rapport and give insight into their condition
- Use unobtrusive monitoring techniques such as glass collection

ESTABLISH CLEAR AND CONSISTENT STANDARDS

- Management and staff are responsible for setting the tone of the premises
- Create a sociable, friendly atmosphere where intoxication will be out of place and unacceptable

IDENTIFY CUSTOMER INTENTIONS

- Recognise that a minority of customers on your premises intend becoming intoxicated
- Identify and actively manage those who appear to be high risk

- Be aware that high-risk people include those celebrating, ordering in quick succession, and ordering shots

OFFER LOW-ALCOHOL AND NON-ALCOHOLIC DRINKS AND FOOD OPTIONS

- Provide a range of alternatives to alcohol
- Actively promote and encourage other products as part of the broader customer experience

SERVER'S ROLE

COMMUNICATE WITH TEAM

- Inform your manager and team about what's going on and anyone to keep an eye on
- Maintain communication and regularly follow up on those identified

SLOW OR STOP ALCOHOL SERVICE

- Talk to the customer – intervene early and tactfully
- Offer non-alcoholic drinks and food options
- Don't offer refills – wait till they ask; be busy serving other customers
- Serve their next drink with water on the side
- If possible, use the customer's friends to rein in their drinking

BE ASSERTIVE, NOT AGGRESSIVE

- Make your requirements clear and allow customers the chance to comply without losing face
- Never respond to provocation; stay calm and employ calming strategies

SERVER'S ROLE

COMMUNICATE WITH TEAM AND MANAGER

- Inform your manager and team of issues so they can support an intervention
- House policy will determine who should remove the customer from the premises

REMOVE CUSTOMER FROM PREMISES

- Remove the audience effect
- Consider your own personal safety
- Enter the incident in the logbook
- Consider customer safety – mates or a taxi
- Customers are not allowed to remain on the premises except in a place of safety