

# Christchurch Tri-Agency Newsletter

March 2016

*This newsletter is jointly produced by the Christchurch City Council Alcohol Licensing Team, the Police Alcohol Strategy and Enforcement Team, and Community and Public Health Alcohol Licensing Officers.*

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## Licensees

Please ensure this newsletter is circulated to all staff.

## Contents

1. ServeWise - New Free National E-Learning Tool Now Live
2. Anzac Day Trading
3. Update on Annual Fees
4. Staff Training
5. Some Interesting Statistics
6. Duty Manager Changes And Appointments
7. Good One party Register Update
8. Recent Controlled Purchase Operation
9. Health Licensing Team Update
10. Training Providers With Tri-Agency Input
11. Contact List

## 1. ServeWise - New Free National E-Learning Tool Now Live.

ServeWise was developed for frontline sellers and servers of alcohol in response to industry and regulatory agency demand for improved standards of training.

This e-learning tool provides a basic understanding of the Sale and Supply of Alcohol Act, with a strong focus on intoxication, minors, server intervention and host responsibility. It employs a game format that utilises video and animation to assist learning.

The training is tailored to meet specific needs of both sellers of alcohol in off-licensed scenarios (i.e. bottle stores and supermarkets), and servers of alcohol, in on-licensed settings (ie. Bars, restaurants, cafes, clubs and entertainment venues).

The modules take approximately 1 hour to complete and are free of charge.

To access it go to <https://servewise.alcohol.org.nz>.

We fully support this initiative and recommend all licensees incorporate this training into their current systems, ongoing staff training and support to help ensure compliance with the law.



*Paul Spang, Alcohol Licensing Inspector.*

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## 2. ANZAC Day Trading

Before 1.00 pm on ANZAC Day licensed premises that hold an on or off-licences cannot trade in their usual manner.

This year ANZAC Day (25<sup>th</sup> April) falls on a Monday.

### **As a reminder:**

If you hold an **off-licence** you cannot sell alcohol before 1.00 pm. No exceptions.

If you hold an on-licence, prior to 1.00 pm you can only sell alcohol to persons currently living on the premises or people present on the premises to dine.

You cannot sell alcohol to people who just want a drink. They must be intending to dine or have just finished a meal.

Time lines are specific: No more than an hour before they start eating a meal or an hour after they have finished their meal.

What is dining? Generally a meal undertaken at a table with knife and fork and generally undertaken at meal times, breakfast, lunch and dinner.

The three monitoring agencies are required to enforce the provisions of the Act and will be monitoring premises for compliance.

As another option, if you have an event or function planned to occur on the sacrosanct days, I recommend you apply for a special licence. However please bear in mind that you need to apply for a special licence at least 20 working days before the event. Special licence applications will not be accepted for continuation of normal trading. For ANZAC Day a special licence application must be received by Wednesday 24 March 2016.

If any confusion remains discuss your plans with agency staff.

*Martin Ferguson, Senior Alcohol Licensing Inspector.*

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### 3. Update On Annual Fees

A big thank you to licensees. Overall we've had a great response from licensees over the last two years since the new fees regime came in on 18 December 2013, with most paying their annual fees on time. The Act provides for this fee to be paid within 30 working days after the anniversary date of the licence each year. If not paid by that date the legislation under s287 provides for the automatic suspension of a licence for unpaid fees.

While working through the upgrading of our new IT systems for alcohol licensing and associated processes, we were following up with invoice "reminders" on unpaid annual fees under what has been effectively an informal grace period for the s287 automatic suspension for unpaid fees.

A suspension notice means that a premises licence has no effect while the suspension is in place, meaning they cannot sell or supply alcohol. As soon as alcohol licensing has a record of the outstanding fees being paid, the suspension will be lifted and the sale and supply of alcohol can resume.

At the end of January we had issued 5 suspension notices for unpaid annual fees. **These were all successfully and promptly sorted out** within the day. (These notices had followed the issue of an invoice and two reminder invoices and a final phone call before the end of the period ending 30 days after the anniversary due date).

We will now be consistently applying s287 to all unpaid overdue annual fees not paid within the required payment timeframe and issuing suspension notices. This information is provided on all invoices and reminders sent out.

Currently all annual fees payments are up-to-date for all licences that are currently in operation. A great result as we do want to make sure you can keep trading and open for business.

If you have any questions about any of the above please contact Natasha, technical officer, in the Alcohol licensing team.

*Allison Houston, Team Leader Alcohol Licensing*

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### 4. Staff Training

Staff training is the key to operating a successful business, especially in overcoming the risks involved in a heavily regulated environment.

The agencies fully endorse the recently released "ServeWise" online training program referred to earlier in this newsletter.

Additionally, the three regulatory agencies combine to provide a staff training package that covers the requirements of the Sale and Supply of Alcohol Act 2012, licence conditions and the expectations of the agencies. These sessions are provided without charge.

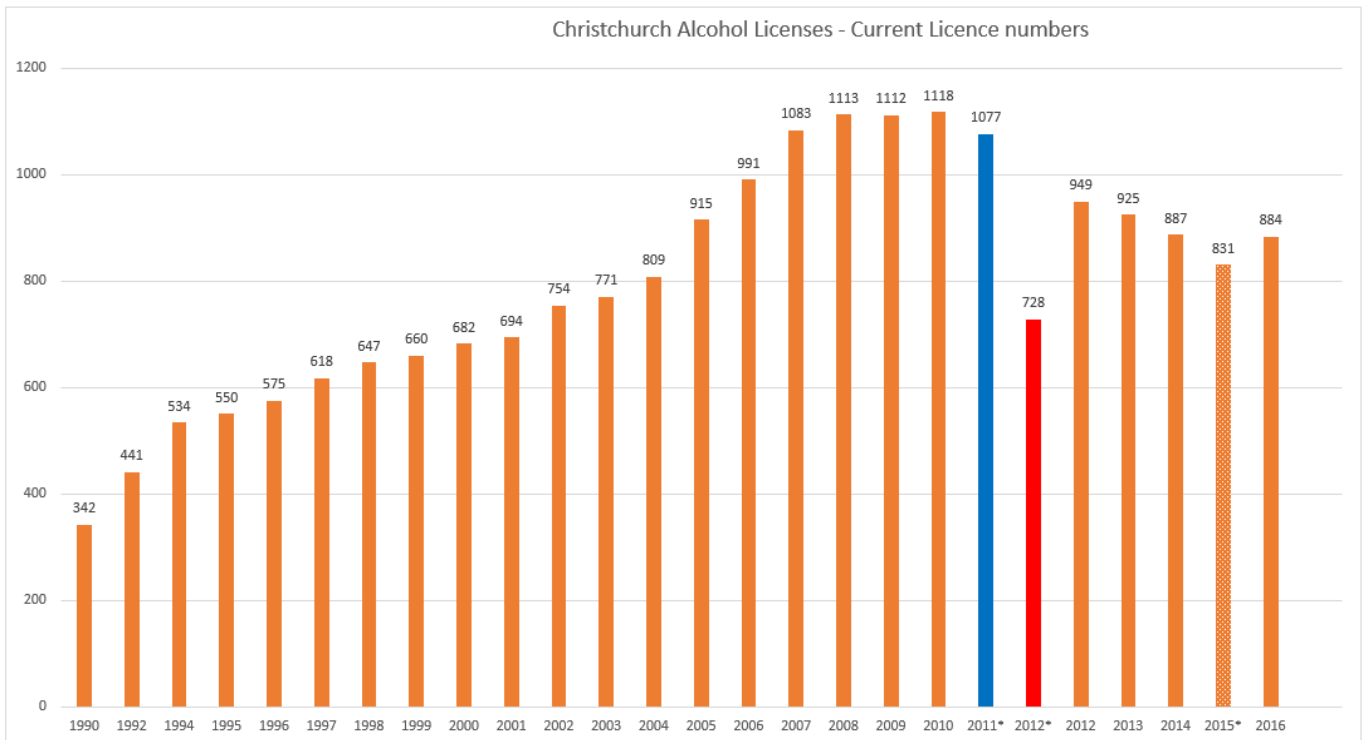
Contact Peter Shaw, Community & Public Health to arrange training for your staff.

[CPHLiquorLicences@cdhb.govt.nz](mailto:CPHLiquorLicences@cdhb.govt.nz)

*Peter Shaw, CDHB*

## 5. Some Interesting Statistics

A history of alcohol licensing numbers in Christchurch:



\* 2011 total as at Feb 2011

\* 2012 total of current licences where premises open and operating

\*2015 total - after Sept 2015 change to new reporting database for Alcohol Licensing

Total CURRENT Licences (as at Sept 2010)*		Total CURRENT Licences (as at March 2016)*	
<b>On</b>	698	<b>On</b>	556
<b>Off</b>	280	<b>Off</b>	212
<b>Club</b>	140	<b>Club</b>	116
<b>TOTAL</b>	<b>1118</b>	<b>TOTAL</b>	<b>884</b>

\*NB: these totals include all licences with a "current" status, meaning the licence is valid and can be used. Meaning:

- There may be more than one licence held for a premises e.g. on, off and caterers.
- A "current" status does not necessarily mean the premises is currently open and trading under the licence (e.g. may be closed and in process of being sold, or closed for renovations or earthquake repairs/rebuilding).

Type of Premises licence	Includes:
On	Café/Restaurants, Tavern, Hotel, Nightclub, Entertainment/Theatres, Sports Centres, Function Centres, Caterers, Winery.
Off	Bottle Store, Tavern over the bar sales, Supermarkets/Grocery, Winery Cellar Door, Micro Brewery, Remote Sales.
Club	Covers Bars in: Sports Clubs, Working Men's Clubs, RSA, other Clubs or Incorporated Societies.

Allison Houston, Team Leader Alcohol Licensing

## 6 Duty Manager Changes And Appointments

We are still finding that a large number of duty managers, temporary managers and acting managers have not been correctly appointed, or the notification form is incomplete or impossible to read. This often results in licensed premises operating without an authorised duty manager and therefore selling alcohol illegally.

The Notice of Management Change Form is to be used for appointing 1. A permanent duty manager, 2. A temporary manager, 3. An acting manager, or 4. Advising of a termination/cancellation of a manager appointment.

A new appointment is for permanent managers. This includes a new employee who holds a managers certificate, or an existing employee who is a new certificate holder.

A temporary manager intends to become a duty manager but is in the process of applying for their manager's certificate. The appointee must apply for a manager's certificate within two working days of their appointment, if not then the licensee shall cease to employ the individual as a manager.

An acting manager may be appointed when a manager is ill, absent or on annual leave for a maximum of 3 weeks, aggregate 6 weeks in a 12 month period. It is not necessary for an acting manager to apply for a manager's certificate. If an acting duty manager is appointed for less than a 48 hour period, the above notification is not required, but the acting duty manager's name must be displayed while on duty. An acting manager should not be used long term instead of a manager's certificate holder.

The Notice of Management Change form (this is a section 231 notification), is available here:

<http://www.ccc.govt.nz/consents-and-licences/business-licences-and-consents/alcohol/managers-certificate/notification-of-management-change/>

A licensee must now, under section 232, also keep a record of appointments (in a form that is readable or retrievable) and meets the information requirements under the Regulations made under this Act. There is information about this on the City Council website at the above link.

*Gina Moore, Technical Officer Alcohol Licensing Team*

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## 7. Good One Party Register Update

The Good One Party Register has now been going for just over two years.

To date there has been over 450 parties registered in Christchurch, covering over 37000 guests. There has been a good uptake from the university students and we are seeing the benefits from getting them information to help them organise a party that is safe and reduces problems for neighbours.



We are now utilising the information from people registering their parties to contact them before the party to encourage them to be well prepared and to build positive relationships. This helps party hosts to feel comfortable to call police early if there are problems developing, giving the opportunity to deal with a problem while it is small and manageable. It also means that we get a better response from party organisers when we are dealing with issues. We are also actively following up residential parties that cause problems in the neighbourhood, so that the party organisers can be educated about the causes of the problems, and where possible holding the organisers accountable for issues they have created.

The Good One Party Register is available to anyone across the city to use. I would like to see more parents using the Good One Party Register for celebrations their children are having and in particular any school ball after parties. It's about promoting good host organisation and responsibility and helping people to have a safe enjoyable event. Anything that you can do to help promote Good One would be greatly appreciated. Talk about it amongst friends.

We already have some businesses promoting Good One with posters at their counters and links on their websites. If you are able to help promote Good One in anyway, please give me a call. Visit [www.goodone.org.nz](http://www.goodone.org.nz) to see what it is about.

If you would like more information about anything I have commented on in this article, please contact me.

Sergeant Stephen Jones Riccarton Neighbourhood Policing Team Hornby  
Ph 03 3538722 Email: [stephen.jones@police.govt.nz](mailto:stephen.jones@police.govt.nz)

## 8. Controlled Purchase Operation

On 19 March 2016, 19 licensed premises were tested to see if they would sell alcohol to minors. Unfortunately two on-licensed premises sold alcohol to the 15 year old volunteers.

A very disappointing result given the age of the children and the ongoing message to the industry that if they look under 25, No ID, No Sale, No exceptions.

This is an easy test to pass.

Controlled Purchase Operations are ongoing.

**Please** take this opportunity to remind all staff, and ensure you have systems in place to prevent sales to minors and other unauthorised persons.

Please remember that the only approved forms of ID are:

- New Zealand Drivers Licence
- New Zealand or overseas passport
- Hanz 18+ Card

*Senior Sergeant Gordon Spite, Police Alcohol Team*

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## 9. Health Licensing Team Update

**Food Service Operators with a Club or On-License MUST Apply to Register Food Control Plan by 31 March 2017.**

The Food Act 2014 requires ALL food service operators (eg. restaurant, café, bar, club, take away or catering food business) to apply to register and operate a Food Control Plan (FCP), unless you already operating with a Food Control Plan approved prior to 1 March 2016 (then you still have until the end of 2018 to change to the new legislation requirements).

New businesses from 1 March 2016 will be required to operate with a Food Control Plan. Existing businesses will have until 31 March 2017 to apply.

For more information see <http://www.mpi.govt.nz/food-safety/food-act-2014/overview/>

Food businesses have the responsibility to make sure the food they produce is safe and suitable to eat. The Food Act 2014 requires documented evidence such as training records, temperature monitoring and cleaning in the form of a FCP, which is verified on a regular basis.

The Official Food Control Plan Dec 2015 is available on the Ministry for Primary Industries website at <http://www.mpi.govt.nz/food-safety/food-act-2014/forms-and-templates/>

We are able to provide assistance and support for businesses who are required to implement this FCP. We are happy to discuss what a FCP is, what it means for your business and to help you through the registration of your plan.

If you have a business that falls into the food risk category covered by a Food Control Plan, our Health Licensing officer will discuss this with you at your next inspection.

**For further information, please contact Environmental Health Officer in the Health Licensing team at [HealthLicensing@ccc.govt.nz](mailto:HealthLicensing@ccc.govt.nz) or phone 941 8999.**

*Rowena Yee, Food Act Officer, Health Licensing*

## 10. Training Providers With Tri-Agency Input

Avonmore Tertiary – Phone 0800-428-666

Christchurch Polytechnic Institute of Technology – Phone 940-8000

Pinnacle Hospitality Training - Phone 0277-594-428

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## 11. Contact telephone numbers

<ul style="list-style-type: none"><li>· <b>Christchurch Alcohol Licensing Team</b> Allison Houston (Team Leader) - Phone 941-8821 Martin Ferguson (Senior Inspector) - Phone 941-8956 Paul Spang (Inspector) - Phone 941-8826 Jenn Davison (Inspector) - Phone 941-8828 Anneke Lavery (Inspector) - Phone 941-6553 Natashia Lafituanai (Technical Officer) - Phone 941- 8827 Karin Bathgate (Technical Officer) - Phone 941-5470 Gina Moore (Technical Officer) - Phone 941-8068 Fax - 941-5033 <a href="mailto:managerchange@ccc.govt.nz">managerchange@ccc.govt.nz</a> <a href="mailto:alcohollicensing@ccc.govt.nz">alcohollicensing@ccc.govt.nz</a></li></ul>	<ul style="list-style-type: none"><li>· <b>Community and Public Health</b> <a href="mailto:CPHLiquorLicences@cdhb.health.nz">CPHLiquorLicences@cdhb.health.nz</a> Peter Shaw - Phone 378-6812 Helen Braithwaite - Phone 378-6745 Paula Williams - Phone 378-6771</li><li>· <b>Alcohol Harm Reduction Unit, New Zealand Police</b> - Phone 372-5784 <a href="mailto:alcoholcanterbury@police.govt.nz">alcoholcanterbury@police.govt.nz</a></li></ul>
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*Regards*

*Christchurch City Council Alcohol Licensing Team, Police Alcohol Harm Reduction Unit and Community and Public Health Alcohol Licensing*