

| <b>Action No</b> | tes  | · · · · · · · · · · · · · · · · · · ·     |  |  |  |  |
|------------------|--|---|--|--|--|--|
| Date             | Officer  | Action Type                               |  |  |  |  |
|                  | Greg Tate Liquor Compliance Officer Liquor Investigator Liquor Operations Branch / Liq L5, 33 Charlotte Street Brisbar Locked Bag 180 City East, Bris Telephone: 07 3224 7078 Mobile Sch4/3/3 web: http://www.olgr.qld.gov.ar mailto:greg.late@deedi.qld.gov.ar  | sbane, Queensland 4001                    |  |  |  |  |
| 12-MAR-2010      | Mick JORY  | File Notes                                |  |  |  |  |
|                  | File Review - I have conducted an audit of this investigation and have determined that the subject of completed the section 97 glassing memo report but has not addressed the possibility of a breach be against section 148A. I have researched the file contents and have determined that a breach under not be able to be substantiated. Extensive investigation are required to make this determination. Gi should have been addressed much earlier then this date I deemed it not appropriate that any further regarding a possible breach of section 148A. I also feel that on the evidence contained in the file I d venue could have averted the assault from happening. Practices could be change to better manage nature but again it is a long straw to say that the venue failed to maintain a safe environment. |   |  |  |  |  |
|                  | File closed. NFAD.   |   |  |  |  |  |
| 31-MAR-2010      | Mick JORY  | File Notes                                |  |  |  |  |
|                  | This file was transferred into the name of Gifford in order to close the file on the system. NFAD.   |   |  |  |  |  |
| 31-MAR-2010      | Mick JORY  | Notation                                  |  |  |  |  |
|                  | Section 97 memo report by Tar  | e completed 29/1/10 Inv.No. 79320 - TATE. |  |  |  |  |

| Breaches a            | and Outc                | omes                  |  |                          |
|-----------------------|-------------------------|-----------------------|--|--------------------------|
| Class                 | Туре                    | Section               | Description                              |                          |
| Banning regular glass | Glassing/s              | S97(1)(a)             | HIGH RISK PREMISES DUE                   | TO ONE OR MORE GLASSINGS |
| Date                  | Recommen                | dation                | Outcome                                  | Detail                   |
| 31-MAR-2010           | Refer to Lice<br>notice | ensing for Section 98 | Refer to Licensing for Section 98 notice |                          |

Date: Tuesday June 16 2015 04:12 PM

Report Ref. :rcom\_investigation\_liq

User Ref. : SECOOP

incidents is limited, OLGR would like to request any available police information to assist in preparing the s98 reports for these glassing incidents.

OLGR requests the following information be provided by Queensland Police

Service to assist establishing the facts of the matters:

Advise if it has been established from witnesses and the licensee

regular glass pot was used by the offender.

Advise if the victim received injuries and any details that may be

Advise if the injuries were the result of an altercation where the offender deliberately pushed or propelled the 'glass' into the victim as

a weapon and caused injuries to the victim.

Summaries of QP9's.

Summaries of Victim reports.

Any breaches of the Liquor Act 1992 that are substantiated may result

enforcement action against the Licensee, Approved Manager and any

person in control of the premises at the time in the Magistrates Court. or

by way of disciplinary action under the provisions of Liquor Act 1992.

OLGR would appreciate any assistance provided by Queensland Police

Unfortunately I have until lunch time in relation to this matter.

Friday 29 January 2010 to have both these reports submitted, so please request this information urgently.

Thank you, regards Greg

Greg Tate

Liquor Compliance Officer

Liquor Investigator

Liquor Operations Branch / Liquor Licensing Division / Office of Liquor and

Gaming Regulation

L5, 33 Charlotte Street Brisbane

Locked Bag 180 City East, Brisbane, Queensland 4001 Telephone:  $07\ 3224\ 7078$ 

Mobile: Sch4/3/3

web: http://www.olgr.qld.gov.au mailto:greg.tate@deedi.qld.gov.au

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#### **Submissions**

- On Thursday 28 January 2010 at approximately 13:00hrs I contacted the premises and spoke to Sch4/3/3 (administration) who advised that the premises has changed to tempered glass products since approximately 1988. Supplied contact details of venue Manager) to seek further details. Call to contact was unsuccessful due to phone being switched off.
- NOTE The Licensee has previously made a written submission in response to a section 97/98 notice in relation to an earlier separate glassing incident. The Licensee has stated in his submission that he has implemented tempered glass drinking vessels in the licensed premises for a number of years and therefore does not believe that the incident meets the criteria for 'glassing' as defined in Division 9, section 96 of the Liquor Act 1992.

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| <b>Action Not</b>        | es                                       | · · · · · · · · · · · · · · · · · · · |  |   | ***************************************  |  |
|--------------------------|--|---------------------------------------|--|---|--|--|
| Date                     | Officer                                  |                                       | Notes  |   |  |  |
|                          | •  |                                       | Thank you  | , rega  | rds Greg   |  |
| 12-MAR-2010              | Mick JORY                                |                                       | Regulation<br>L5, 33 Cha<br>Locked Ba<br>Telephone<br>Mobile: Sc<br>web: http://<br>mailto:greq<br>File Revier<br>subject off<br>the possib-<br>redetailed | estigate eration arlotte ig 180 is: 07 3: ch4/3/ kww. g.tate@w - I haicer haility of for an | stor as Branch / Liquor Licensing D Street Brisbane City East, Brisbane, Queensla 224 7078 colgr.qld.gov.au deedi.qld.gov.au as completed the section 97 gl a breach being committed aga | ivision / Office of Liquor and Gaming and 4001 investigation and have determined that the assing memo report but has not addressed ainst section 148A. This file is to be omplete an advisory note/warning letter with |
| Breaches a               | and Outco                                | omes.                                 |  |   |  |  |
| Class                    | Туре                                     | Section                               |  |   | Description  |  |
| Banning regular<br>glass | Glassing/s                               | S97(1)(a)                             |  |   | HIGH RISK PREMISES DUE   | TO ONE OR MORE GLASSINGS   |
| Date                     | Recommend                                | ation                                 |  | Outo  | ome  | Detail   |
| 31-MAR-2010              | Refer to Licensing for Section 98 notice |                                       | Refer to Licensing for Section 98 notice   |   |  |  |

Date: Wednesday March 31 2010 04:00 PM

Report Ref. RCOM\_INVESTIGATION\_LIQ

User Ref. : MAJORY

Page 2 of 2

16. S73 RTI
17. 18. 19. 20. 21. 22.

During the discussion several initiatives were considered for implementation to prevent further incidents of this nature occurring at the premises, including –

- 1. That the lighting within the different bars of the premises be increased to allow for better observations of patron behavior by security.
- 2. That a crowd controller be stationed in the lane way on the eastern end of the premises to prevent assaults within the laneway and to observe patron interaction with members of the public on the street.
- 3. That a more comprehensive banning process be put in place to control the entry of regular trouble makers into the premises.
- 4. Explore the possibility of installing a ID scanner to identify and prevent entry of people who are responsible for anti social behavior.
- 5. To have sufficient crowd controller's rostered on to enable the placing of a crowd controller in each bar area that is in operation to control anti social behaviors.

The Office of Liquor and Gaming Regulation view incidents of this type seriously and believe that immediate implementation of remedial action needs to take place to prevent further violence type incidents. It is requested that within fourteen days of receiving this letter that you advise in writing outlining what initiatives have been implemented or are intended to be implement in the near future to prevent further incidents.

If you have any queries regarding this matter, please feel free to contact Bevan McCarrick on telephone number (07) 3224 7238.

Ti.

Yours sincerely

MICHAEL SARQUIS Executive Director / / 2010



| Breach     | es and Out | comes    | , , , , , , , , , , , , , , , , , , , | 3.00   | ne ne nimetal se |
|------------|------------|----------|---------------------------------------|--------|------------------|
| Class      | Туре       | Section  | Description                           |        |                  |
| Date       | Recomm     | endation | Outcome                               | Detail |                  |
| 15-SEP-201 | 0          |          | Consultation Conducted                |        |                  |

Date: Tuesday June 16 2015 04:02 PM

Report Ref.:rcom\_investigation\_liq

User Ref. : SECOOP

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#### **Submissions**

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- NOTE The Licensee has previously made a written submission in response to a section 97/98 notice in relation to an earlier separate glassing incident. The Licensee has stated in his submission that he has implemented tempered glass drinking vessels in the licensed premises for a number of years and therefore does not believe that the incident meets the criteria for 'glassing' as defined in Division 9, section 96 of the Liquor Act 1992.

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Should you have any queries regarding the contents of this letter, please contact Ms Lauren Cordwell, Investigator on 3237 9716.

Yours sincerely

MICHAEL SARQUIS

**Executive Director** 

6 / 1/ / 2012

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| Class        | Туре       | Section  | Description              |                      |  |
| Safety       | Assault    | S148A    | Safety Investigation Mat | tter                 |  |
| Date         | Recomme    | ndation  | Outcome                  | Detail               |  |

Date: Tuesday August 14 2012 09:12 AM

Report Ref. rcom\_investigation\_liq

User Ref. : KMM!LL



| Action Notes |   |  |  |  |  |
|--------------|---|--|--|--|--|
| Date         | Officer   | Action Type  |  |  |  |
|              | force. Security staff can use noccurred in this incident. | easonable force when confronted with aggressive patrons, which is what I believe |  |  |  |
|              | In light of this review I recomm                          | nend a warning letter be sent to the licensee and the file be closed.            |  |  |  |

| Breaches and Outcomes |            |          |                          |        |  |  |  |
|-----------------------|------------|----------|--------------------------|--------|--|--|--|
| Class                 | Туре       | Section  | Description              | VE     |  |  |  |
| Safety                | Assault    | S148A    | Safety Investigation Mal | ter    |  |  |  |
| Date                  | Recomme    | ndation  | Outcome                  | Detail |  |  |  |
| 18-OCT-2012           | Not Substa | intiated | Not Substantiated        |        |  |  |  |

Date: Tuesday June 16 2015 03:56 PM

Report Ref. troom\_investigation\_liq

User Ref. : SECOOP



| Action No   | otes          |   |                                      |  |
|-------------|---------------|---|--------------------------------------|--|
| Date        | Officer       | •                                       | Action Type                          | 9  |
|             |               | urity staff can use r<br>this incident. | easonable force when confronted v    | with aggressive patrons, which is what I believe |
|             | In light of t | his review I recomr                     | mend a warning letter be sent to the | e licensee and the file be closed.               |
| Breaches    | and Out       | comes                                   |                                      |  |
| Class       | Туре          | Section                                 | Description                          |  |
| Safety      | Assault       | S148A                                   | Safety Investigation                 | Matter   |
| Date        | Recomme       | ndation                                 | Outcome                              | Detail   |
| 18.0CT-2012 | Not Substa    | ntiated                                 | Not Substantiated                    |  |

Date: Thursday October 18 2012 02:43 PM

Report Ref. rcom\_Investigation\_liq

User Ref.: GDTATH

Page 2 of 2



| Action | Notes                      |   |
|--------|----------------------------|---|
| Date   | Officer                    | Action Type   |
|        |                            | e reasonable force when confronted with aggressive patrons, which is what I believe |
|        | occurred in this incident. |   |

| <b>Breaches</b> | and Out    | comes    |                        | 1   |  |
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| Class           | Туре       | Section  | Description            |   |  |
| Safety          | Assault    | S148A    | Safety Investigation M | latter  |  |
| Date            | Recomme    | ndation  | Outcome                |   |  |
| 18-OCT-2012     | Not Substa | ıntiated | Not Substantiated      | , <u>, , , , , , , , , , , , , , , , , , </u> |  |

Date: Thursday October 18 2012 10:10 AM

Report Ref. rcom\_investigation\_liq

User Ref.: JZMCAN

I would like to thank you for your cooperation and assistance in this matter, and if you require any further information or clarification, please do not hesitate to contact John McAndrew, Investigator on 3872 0907.

Yours sincerely

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a camera, get him".

The witness has seen the security dragging the victim down the stairs and has run to assist before the victim was thrown out onto the street. They were refused re-entry to the club due to the lock-out. They have asked the head door security to obtain their belongings from the DJ inside the club.

The victim has suffered the injuries as described however has become extremely depressed, and felt humiliated after his treatment.

At no time was the victim given any warning. The victim did not give anyone permission to assault him.

CCTV/Registers held at the Brisbane Central District Liquor Unit (LEAPS).

#### HOW THIS INCIDENT RELATES TO A LICENSED PREMISE

Occurred inside licensed premises.

boes this incident require further investigation by the Office of Liquor and Gaming Regulation (OLGR)? Yes

#### REPORTING OFFICER

| Surname:   | ADOLPH          | Initials:  | D        | Rank: | Senior Constable | Reg No.:  | 21132  |
|------------|-----------------|------------|----------|-------|------------------|-----------|--|
| Station:   | BCD Liquor Unit | Telephone: | 3258 245 | 56    | Notebook:        | Page No.: | , and the second |
| Signature: | Dion Adolph     |            |          |       |                  |           | -  |

Distribution

Original - Liquor Unit LIR folder found on BCD File Server and linked to relevant occurrence on Oprime

Copy - Office of Liquor and Gaming Regulation

At the time of Police attendance Police observed approximately 4 - 5 security officers of the Beat Nightclub who appeared to be goading INFORMANT into a physical altercation. Police attempted to segregate INFORMANT and VIC from security providers. At that time INFORMANT was highly agitated however not aggressive with neither Police nor security providers. VIC was highly distressed as a result of the physical altercation with security within the premises. Police observed two security providers in particular on a number of occasions continue to approach and physically provoke both VIC and INFORMANT despite Police presence and control. Shortly thereafter Police observed senior security providers usher the agitated security officers back inside the licensed premises at that time.

Police spoke with security officers present in relation what INFORMANT and VIC had done inside to warrant the eviction and extreme physical handling. Security's only response at that time was to the effect of 'can you just move them on'. Nil arrests made. INFORMANT stated to Police he did not wish to make a complaint of assault however stated he wished for a report of the incident to be generated. As such details of security providers were not obtained at that time.

Receipt is also acknowledged of documentation provided as requested in Mr Makepeace's email of 28 August 2013.

I would like to advise that no further action will be taken in relation to this matter, however I do wish to reinforce section 148A of the Act which outlines the legislative obligations placed upon licensees and permittees relating to the service, supply and promotion of liquor.

Section 148A of the Act requires that a licensee maintains a safe environment for patrons and staff at all times on and around the licensed premises and that alcohol is supplied in a manner that is consistent with minimising harm.

The provisions highlight the legislative responsibilities placed upon licensees and staff to ensure that alcohol is supplied in a manner conducive to the Act's main objective of minimising harm.

I would like to thank sch4/3/3 for his cooperation and assistance provided and if you require any further information or clarification in relation to this matter please do not hesitate to contact Mr Ryan Makepeace, Investigator, Office of Liquor and Gaming Regulation, Department of Justice and Attorney-General on 3872 0921.

Yours sincerely

CMIKE SARQUIS
Executive Director

11 / 09 / 2013

Moss 4 1401399

Hi Ryan,

Please find enclosed requested material for inv136350. The CCTV footage comes in the form of three disc numbered from 1 to 3. This will help you as 1 is the start of the eviction and 3 is out side with QPS etc.

There has been many allegations made by the INFORMANT and VIC. On disc 1 you can clearly see security talking to the male's and asking them to leave. I personally can not see the INFORMANT being placed in a neck restraint nor being thrown down the stairs. Disc 2 covers the staircase. If a person was thrown down this staircase, its my firm belief that they would require assistance from QAS. Disc 3 covers foyer and outside footage.

Two of the security providers involved in this incident are no longer employed by us due to their standard of professionalism. They are Sch4/3/3

If I can offer you any more assistance feel free to txt me on



RECEIVED

1-9 SEP 2013

OLGR

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security providers usher the agitated security officers back inside the licensed premises at that time.

Police spoke with security officers present in relation what INFORMANT and VIC had done inside to warrant the eviction and extreme physical handling. Security's only response at that time was to the effect of 'can you just move them on'. Nil arrests made. INFORMANT stated to Police he did not wish to make a complaint of assault however stated he wished for a report of the incident to be generated. As such details of security providers were not obtained at that time.

As agreed, I could you please advise me when you have collated the requested documentation so we can arrange a time and place for me to pick them up. If you would like to discuss this matter further, please don't hesitate to contact me on 3872 0921.

Thank you again for your assistance with this matter.

Ryan Makepeace Investigator Office of Liquor and Gaming Regulation Department of Justice and Attorney-General Level 5, 33 Charlotte Street, Brisbane Qld 4000 Locked Bag 180, City East Qld 4002 t: +61 7 3872 0921 f: +61 7 3872 0827

e: Ryan.Makepeace@justice.qld.gov.au

Customer Call Centre 13 QGOV (13 74 68) www.olgr.qld.gov.au

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e: delia.atkinson@justice.qld.gov.au

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# Liquor Investigation Instruction Sheet

| Activity Type                  | Complaint – General Public / Other / Police                    |
|--------------------------------|--|
| Allocated Date                 | 2 / 12 /13   |
| Investigator                   | ☐ Hayes ☐ Grimmond ☐ Dale ☐ Cournane                           |
|                                | ☐ Milne ☑ Leask ☐ Cordwell ☐ Rose                              |
|                                | ☐ Tofilau ☐ Makepeace ☐ Kitching ☐ Larney                      |
| Review Officer.                | ☐ Tathem ☐ Hayes ☐ Grimmond ☐ Dale                             |
| Site Ref. No                   | The Beat Cabaret and Restaurant                                |
| Investigation (*) 50<br>Office | Brisbane   |
| (Allegation/Incident) Date     | Allegation of Rape   |
| Allegation: WAVE               | 10/11/13   |
| Defendant(s)                   | As above   |
| Complainant 6                  | QPS  |
| Activity Type : 4              |  |
| Classification :               | safety   |
| Type 与点体显示。                    | Rape   |
| Breach(es) or Ref.<br>No       | Sections 148A  |
| Instruction +                  | Baz  |
|                                | This allegation is most likely under investigation by QPS. Can |
|                                | we contact the police to glean any further information about   |
|                                | the matter and circumstances. From our end we will need to     |
|                                | make inquiries as per our normal safety investigations – Jas – |
| <b>《中华》的"中国"的"中华"的"中华"</b>     | please insert the stock standard safety instruction.           |

#### **Barry Leask**

From:

Imo\_sysadmin@justice.qld.gov.au

Sent:

Tuesday, 3 December 2013 4:19 PM

To:

Barry Leask

Subject: BRINGUP -> Liquor Compliance Investigation - File Ref No: 141830 - Liquor Investigation

## DO NOT REPLY TO THIS EMAIL This is a generated bringup notification created by COGS

From Officer: Glenn TATHEM Barry LEASK

Bringup Date: 03-DEC-2013

Bringup Details: Liquor Compliance Investigation - File Ref No: 141830 - Liquor Investigation

#### Message:

This allegation is most likely under investigation by QPS. Can we contact the police to glean any further information about the matter and circumstances. From our end we will need to make inquiries as per our normal safety investigations.

#### S.148-

- (a) Undertake normal inquiries with licensee to ascertain whether alcohol was a contributing factor and what strategies are in place to maintain a safe environment.
- (b) Also obtain a copy of incident register, CCTV and whether staff involved was RSA trained.

Click the "Open COGS Link" button above to open COGS

Email generated at 04:19PM on 03-12-2013 from the COGSP database

Please think about the environment before you print this message. This email and any attachments may contain confidential, private or legally privileged information and may be protected by copyright. You may only use it if you are the person(s) it was intended to be sent to and if you use it in an authorised way. No one is allowed to use, review, alter, transmit, disclose, distribute, print or copy this email without appropriate authority. If you are not the intended addressee and this message has been sent to you by mistake, please notify the sender immediately, destroy any hard copies of the email and delete it from your computer system network. Any legal privilege or confidentiality is not waived or destroyed by the mistake. Opinions in this email do not necessarily reflect the opinions of the Department of Justice and Attorney-General or the Queensland Government. It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interferences by third parties or replication problems.

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#### Confidential - Unauthorised possession of this document is an offence

Reporting officer details

Family name: GREGORY Given name(s): Christopher Paul

Rank: Sergeant Reg. no.: 8639 Police station: NBDLU

Telephone no. 32582623 Notebook: Page no.: (Signature) (Date)

Section 148A of the Act requires that a licensee maintains a safe environment for patrons and staff at all times on and around the licensed premises and that alcohol is supplied in a manner that is consistent with minimising harm.

The provisions highlight the legislative responsibilities placed upon licensees and staff to ensure that alcohol is supplied in a manner conducive to the Act's main objective of minimising harm.

I would like to thank Sch4/3/3 for his cooperation and assistance provided and if you require any further information or clarification in relation to this matter please do not hesitate to contact Mr Ryan Makepeace, Investigator, Office of Liquor and Gaming Regulation, Department of Justice and Attorney-General on 3872 0921.

Yours sincerely

MIKE SARQUIS

**Executive Director** 

20 / 05 / 2014

08/05/14 Att Ryan Makepeace



Dear Ryan,

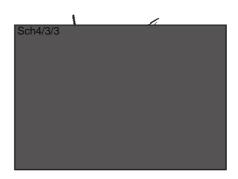
I have enclosed all documentation relating to inv143245. This matter was handled by the Fortitude Valley Police and I was under the impression that Senior Constable Darrin Griffiths (21967) CIB was in charge of this case.

Both I and the Police Officers have spent many hours reviewing CCTV footage and cannot substantiate the claims that have been made. Not only were the claims being changed by the alleged victim but also the suspect kept on changing. It's my personal belief that this alleged incident never took place.

#### Main Points

- 1. The alleged victim and his friend were scanned in via security at 11:24:49 0n 09/01/14. (colour scanned images provided)
- 2. The alleged victim and his friend after talking to security re directions left the venue at approx 02:07am on 10/01/14. (CCTV disc- front door cams- provided)
- 3. At no time did the alleged victim and or his friend approach management, bar staff and or security about an incident in the main room male toilets.
- 4. Upon reviewing the footage in the main room males toilets the Police and myself found that the alleged victim had not been in the toilets between 01:00 02:07. I can not see how the event took place if he wasn't even in the location. (please view CCTV disc main bar male toilets 01:00 02:07).
- 5. I suggested to police if we can get a description of the suspect we could go through our id eye scanning system as everyone is scanned coming into the venue. It went from one description to 3 different males.

If there is any further information required relating to your investigation please do not hesitate in contacting me.





| Date        | Officer  | Action Type |  |  |  |
|-------------|--|-------------|--|--|--|
| 17-JUL-2014 | Barry LEASK  | File Notes  |  |  |  |
|             | I have sent the attached request for docs etc to The Beat for return by 25 July 14.  |             |  |  |  |
| 21-AUG-2014 | Barry LEASK  | File Notes  |  |  |  |
|             | After receiving the requisitioned docs & cctv, I have considered the matter & issued the attached s148A advisory letter.             |             |  |  |  |
|             | This file may now be finalised, as there appears to be no evidence of undue intox and security appear to have behaved appropriately. |             |  |  |  |

| Breaches a               | and Outc   | omes               |   |        |
|--------------------------|------------|--------------------|---|--------|
| Class                    | Туре       | Section            | Description                                 |        |
| Banning regular<br>glass | Glassing/s | S97(1)(a)          | HIGH RISK PREMISES DUE TO ONE OR MORE GLASS |        |
| Date                     | Recommen   | dation             | Outcome                                     | Detail |
| 21-AUG-2014              |            | Caution (advisory) |   |        |
| Class                    | Туре       | Section            | Description                                 |        |
| Safety                   | Assault    | S148A              | Safety Investigation                        | Matter |
| Date                     | Recommen   | dation             | Outcome                                     | Detail |
| 21-AUG-2014              |            | Caution (advisory) |   |        |

Date: Thursday August 21 2014 01:56 PM

Report Ref. rcom\_investigation\_liq

User Ref. : BZLEAS

The provision highlights the legislative responsibilities placed upon licensees and their staff to ensure that alcohol is supplied in a manner conducive to the Act's main objective of minimising harm.

Thank you for your assistance in this matter. If you require any further information or clarification, please do not hesitate to contact Mr Leask on 3872 0865.

Yours sincerely

MICHAEL SARQUIS

Executive Director 21 / 8 /2014

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| Breaches a            | and Outc       | omes      |  | _        |
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| Safety                | Assault        | S148A     | Safety Investigation                     | n Matter |
| Date                  | Recommendation |           | Outcome                                  | Detail   |

Date: Thursday July 10 2014 12:51 PM

Report Ref. :rcom\_investigation\_liq

User Ref.: LZSCHN

f: +61 7 3237 9713

e: Toby.Zubrinich@justice.qld.gov.au

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Sch4/3/3

Date:

28/06/2014

Time: 1-50 AMApproximately

I was in Main Bar smoking area and as I walked towards the non smoking area I heard one female say to another female, "My sister was just paying you a compliment." The second female was a group of three males and two other females. She started abusing one of the sisters by calling her a 'slut and bitch.' Guard 10 and I witnessed the female throw a bottle at one of the sisters and hit her on the forehead. I called for security. The other sister attacked the female. One of the guys from the group attacked the sister. As security arrived we broke the fight up between the girls. One of the other guys tried to get involved. We locked him up. As all the guards got there I told them which patrons I wanted out of the venue and which female had to be held at the foyer because she had thrown a bottle and caused injury to the other female. As we got them all outside of door 1, I noticed at door 2 one of the sisters was being aggressive to our guards. I went down to explain that one of guards was applying first aid to her sister and that she would be out soon. I told her that we were doing our job and to not be aggressive to us and that we had the police on our way to deal with the other party. One of the guards told me there were two officers across the road walking down the road. I crossed the road and told them we needed assistance to hold this group of patrons. As we crossed the road, there two females up the laneway punching on. We ran up to break that fight up. I radioed guard 30 and told him we needed city safe to send more officers because we had the current incident and now an incident in the laneway. As the police officers arrived, I told one of them that we held a group of patrons at door 1 for one incident where a bottle had been thrown and struck a female and I told the other one about the two females in laneway punching on. I told them the two females were asked to leave the venue earlier on in the night. The one female that got arrested, I had already spoken to her earlier in the night. The officers took over the situation.

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