



**SITE#:** 7245  
**INVESTIGATION#:** 208593

Office of Liquor and Gaming Regulation - Investigation File  
 (This sheet is to remain at the front of the investigation file at all times)

OLGR 2017/4034

**NON-SITE Person/Org:**  
**SITE Premises:** WOOLLY MAMMOTH ALEHOUSE  
**Licensee Name:** TWO SMOKING BARRELS Pty Ltd  
**Licence Number:** Licence No 163623

**Investigation Allocated on:** 07-7-18

**Investigation Allocated to:** Patrick

**Has Liquor Enforcement Guideline (LEG) or Compliance Enforcement Guideline (CEG) been applied?** Yes No - reason outlined (in recommendation)

**Is recommendation in line with LEG or CEG?** Yes No - reason outlined

**Has Liq/Gaming Compliance Manual been applied? (list eDocs no. of Chapter/s or section/s applied)** Yes eDocs#: No - reason outlined

**Warning or Advisory letter sent to licensee / offender** Yes Date: 26.9.18 No

**Infringement Notice/s issued** Yes Date: No

**Has the Infringement Administer been advised** Yes No

**Prosecution brief submitted** Yes Date: No

**Disciplinary Action memo submitted** Yes Date: No

**All investigation details completed:**

- File/action notes updated on COGS Yes No
- Attachments included on hard file Yes No
- All documents saved to eDocs & attached in COGS Yes No
- Reviewed breach/es against classification, INV type & Act reference & corrected where necessary Yes No
- Is case precedent applicable? Yes INV#: No

**Outcome and date completed in COGS** Yes Date: 25.9.18 No

**"Breaches Finalised" box noted (Liquor INV ONLY)** Yes Date: 25.9.18 N/A

**Has a reinspection been triggered (for warning & above)** Yes N/A

**Register updated - Intervention / Pros / DA / Show Cause / 111 variation / Insp referral / Glassing / Reviewable Matters / Telecommunications Searches** Yes Date: N/A

**Complainant advised of result of investigation** Yes Date: QPS No

**Website and/or social media checked re: advertising / practices & promotions** Yes No

**Other relevant parties advised of result of investigation (e.g. other OLGR region or unit / other govt agency etc)** Yes Date: 25.9.18 N/A

OFT

**Investigation Completed on:** 25.9.18

*[Signature]* Date: 25.9.18  
 Investigator

*[Signature]* Date: 23-10-18  
 Supervisor / Manager

## Investigation Plan

### Violence / Safety / Service and Supply

INV #	208593
Officer	Patrick JENSEN
Date Allocated	To JENSEN on 6 September 2018
Site Name and Number	Woolly Mammoth Alehouse 7245
Licensee Name and Licence Number	Two Smoking Barrels Pty Ltd 163623
Complainant Details	Queensland Police
Incident Date	14 July 2018
Incident Time	11.55pm
Incident Place	Footpath at front of premises.
Instruction	
Plan Date	11 September 2018
Expected Completion Date	21 September 2018

Offences to be Investigated – Liquor Act 1992	
<input checked="" type="checkbox"/>	Section 142ZZB(1) – safe environment in and around the premises.
<input type="checkbox"/>	Section 142ZZB(4) – reasonable steps to stop or prevent the commission of an offence in or around the premises.
<input type="checkbox"/>	Section 156(1) – supply, consume - unduly intoxicated or disorderly person.
<input type="checkbox"/>	Section 142ZZ(1) – unacceptable practice or promotion.
<input type="checkbox"/>	Section 142ZZA(1) – responsible practices and promotions.
<input type="checkbox"/>	Section 142AK – BCC conditions. (if applicable)
<input type="checkbox"/>	Section 226 – licence conditions. (if applicable)
<input type="checkbox"/>	Section 142ZZB(2) – amenity.
<input type="checkbox"/>	Section 142ZZB(3) – behaviour of patrons entering or leaving the premises.
<input checked="" type="checkbox"/>	Section 142ZZC – advertising offences. <i>check all advertising.</i>
<input type="checkbox"/>	Other:

Information / Evidence

Information / Evidence	Offence Elements	Source	How this will be obtained / powers	Date Obtained	
Information / statements about incident – what, when, where, how, who?	All offences - all general and specific elements	QPS	<input type="checkbox"/>		
		Venue	<input type="checkbox"/>		
		Witness: 1. 2. 3.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
CCTV Footage	All Offences - all general and specific elements	QPS	<input type="checkbox"/>	• Written Request	
		Venue	<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>• Informal Request</li> <li>• Requisition – s184 (if applicable)</li> <li>• Premises Visit – s177 &amp; s178</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
		Other (specify):	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Informal Request</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
				• Written Request	<input type="checkbox"/>
Other Video / Photographs	All Offences - all general and specific elements	QPS	<input type="checkbox"/>	• Written Request	
		Complainant	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Informal Request</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		Witness: 1. 2.	<input type="checkbox"/> <input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Informal Request</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Information / Evidence	Offence Elements	Source		How this will be obtained / powers		Date Obtained
Incident & Security Provider Registers	<u>All offences</u> - Act / Omission - Person (offender & other) - All general elements  NB: may provide names of potential witnesses.	Venue	<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>• Informal Request</li> <li>• Requisition – s184 (if applicable)</li> <li>• Premises Visit – s177 &amp; s178</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	
Staff Roster	<u>S142ZZB(1) and s156 (1)</u> - Act or Omission (due diligence - e.g. adequate staff numbers)  <u>All offences</u> - Person (offender)  NB: may provide names of potential witnesses.	Venue	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Informal Request</li> <li>• Requisition – s184 (if applicable)</li> <li>• Premises Visit – s177 &amp; s178</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Information / Evidence	Offence Elements	Source		How this will be obtained / powers	Date Obtained
RSA / RMLV Certificates	<u>S142ZZB(1) and s156 (1)</u>  - Act or Omission (incl. due diligence -e.g. staff training)	Venue	<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>• Informal Request</li> <li>• Requisition – s184 (if applicable)</li> <li>• Premises Visit – s177 &amp; s178</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Policy / Procedure / Instruction Documents including RAMP/House Policy	<u>All Offences</u>  - Act or Omission (incl. due diligence – e.g. adequacy of controls)	Venue	<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>• Informal Request</li> <li>• Premises Visit – s177 &amp; s178</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Training Records / Registers	<u>All Offences</u>  - Act or Omission (incl. due diligence – e.g. adequacy of staff training)	Venue	<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>• Informal Request</li> <li>• Requisition – s184 (if applicable)</li> <li>• Premises Visit – s177 &amp; s178</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Promotional Flyers / Advertisements	<u>S142ZZ, s142ZZB(1), 142ZZC and s156</u>  - Act or Omission (incl. due diligence – e.g. adequacy of controls etc)	Venue	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Premises Visit – s177 &amp; s178</li> <li>• Warrant – s180</li> <li>• Section 183AA Notice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Information / Evidence	Offence Elements	Source	How this will be obtained / powers	Date Obtained
Interview Witnesses (including victim)	<u>All Offences</u> - All elements	1. <input type="checkbox"/> 2. <input type="checkbox"/> 3. <input type="checkbox"/> 4. <input type="checkbox"/>	• Formal Invitation and S183	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Interview – Relevant Staff	<u>All Offences</u> - All elements - Act or Omission (incl. due diligence of licensee – procedures, training & instructions)	Staff (specify) 1. <input type="checkbox"/> 2. <input type="checkbox"/> 3. <input type="checkbox"/> 4. <input type="checkbox"/> 5. <input type="checkbox"/>	• Formal Invitation and S183	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Interview – Alleged Offender/s	<u>All Offences</u> - All elements - Act or Omission (admissions and / or due diligence of licensee – procedures, training & instructions etc)	Offender/s Licensee <input type="checkbox"/> Other (specify): 1. <input type="checkbox"/> 2. <input type="checkbox"/> 3. <input type="checkbox"/>	• Formal Invitation and S183	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Other (specify)				



**Patrick Jensen**  
 Investigator  
 Investigations Unit – Compliance Division  
**Office of Liquor and Gaming Regulation**  
 Department of Justice and Attorney-General  
 Level 2, 63 George Street, Brisbane Qld 4000  
 Locked Bag 180, City East Qld 4002  
 t: +61 7 387 20806 f: +61 7 322 47314  
 e: [patrick.jensen@justice.qld.gov.au](mailto:patrick.jensen@justice.qld.gov.au)

Customer Call Centre 13 QGOV (13 74 68) [www.business.qld.gov.au/liquor-gaming](http://www.business.qld.gov.au/liquor-gaming).

\*\*\*\*\*

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.

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.

\*\*\*\*\*

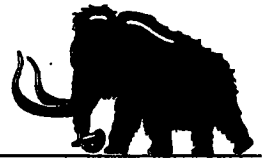
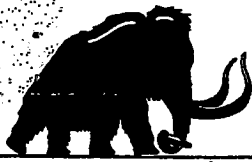
Regards  
Pat



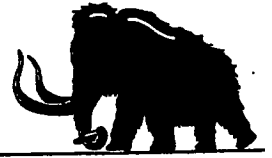
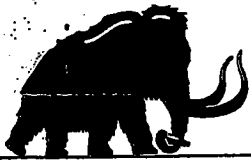
**Patrick Jensen**  
Investigator  
Investigations Unit – Compliance Division  
**Office of Liquor and Gaming Regulation**  
Department of Justice and Attorney-General  
Level 2, 63 George Street, Brisbane Qld 4000  
Locked Bag 180, City East Qld 4002  
t: +61 7 387 20806 f: +61 7 322 47314  
e: [patrick.jensen@justice.qld.gov.au](mailto:patrick.jensen@justice.qld.gov.au)

Customer Call Centre 13 QGOV (13 74 68) [www.business.qld.gov.au/liquor-gaming](http://www.business.qld.gov.au/liquor-gaming).





- Management only employs crowd controllers licensed under the Security Providers Act 1993;
- A register and copy of current licenses under the Security providers Act 1993 of crowd controllers are kept by management;
- All crowd controllers are RSA trained and have signed our House Policy;
- A register and copy of security RSA are kept and maintained by management;
- Crowd controllers will inform management of unduly intoxicated patrons before removing them from the premises;
- Management will provide taxis or other form of transport for unduly intoxicated patrons on leaving the hotel;
- Crowd controllers will be advised to encourage a good will between patrons and themselves while providing a safe and enjoyable environment for patrons;
- Crowd controllers will not use excessive force in removing patrons;
- CCTV is operational at entries and exits on the premises;
- CCTV footage is held for a minimum of 28 days;
- Crowd controllers will be encouraged to use law enforcement if needed;
- Signage in and around the hotel will be used to set protocols on refusal of entry to patrons;
- We at all times provide a safe environment to our patrons;
- All crowd controllers are to be able to provide their license to Police and Divisional Field officers;
- All crowd controllers are to wear their security ID on their chest showing the identification number allocated to them, as required under the Security Providers Act 1993;
- Crowd controllers are to understand all the requirements made of them during work hours;
- Security is to be
  - Dressed in the same uniforms;
  - Easily distinguishable from patrons;
  - Maintain a non-aggressive attitude at all times; and
  - Use only reasonable force;



WOOLLY MAMMOTH ALEHOUSE crowd controllers comply with the following ratio in venues that require, under law, the use of crowd controllers:

- 1 to 100 patrons of part thereof- 1 crowd controller
- More than 100 patrons but not more than 200 patrons - 2 crowd controllers
- More than 200 patrons but not more than 300 patrons – 3 crowd controllers
- More than 300 patrons but not more than 400 patrons – 4 crowd controllers
- More than 400 patrons but not more than 500 patrons – 5 crowd controllers
- Plus at least 1 crowd controller for every 250 patrons (or part) thereafter (This condition does not apply on nights the premises do not see or supply liquor beyond 1am)

All crowd controllers are to be familiar with the premise Fire Safety Procedures (refer Safety Procedures)

- Crowd controllers are to monitor the number of people within the premise at all times (hand-held counters and/or hourly head counts);
- Ensure that the premise does not exceed the maximum number permitted inside the premises by the Queensland Fire and Safety Authority;
- Ensure that all exits are kept clear at all times;

## Security Employment Conditions

At all times crowd controllers will remain;

- Vigilant in in-house security;
- Remain on the premise during rostered shifts;
- Follow the direction of management and the directors of the company;
- With a .00 blood alcohol level, while performing work duties;
- Compliant under the Security Providers Act 1993.

Crowd controller will not engage in;

- Consumption of alcohol
- Smoking
- Arguments with patron
- A crude manner towards employees or patrons
- Careless behaviour
- Possession of drugs or illegal dealings
- Possession of alcohol



Queensland Liquor Act 1992  
**Commercial Hotel Licence**  
**Licence No. 163623**

**LICENSEE:** TWO SMOKING BARRELS PTY LTD

**MAIN PREMISES:** WOOLLY MAMMOTH ALEHOUSE  
633 ANN STREET  
FORTITUDE VALLEY QLD 4006

**Real Property Description:** LOT 1 ON SP 127516, COUNTY OF STANLEY, PARISH OF NORTH BRISBANE

**Licensed Area Description:** Premises located on the ground and first floor levels, situated at 633 Ann Street, Fortitude Valley.

**Trading Hours:** 10:00 AM to 3:00 AM Monday - Sunday  
(excluding Christmas Day, New Year's Eve, Good Friday and Anzac Day, the trading hours of which are prescribed in the Liquor Act 1992)

**Standard Condition(s):**

- LL274 Liquor may be sold or supplied only whilst the premises adheres to its principal activity of the sale of liquor for consumption on the licensed premises, or on and off the premises.
- LL004 Liquor may not be sold for consumption off the licensed premises after 12midnight or be taken away from the premises after 12:30am.
- LL310 Competitions that involve contestants consuming liquor are prohibited on the premises.
- LL311 Light or mid strength alcoholic beverages and non alcoholic beverages must be available for sale at all times while the premises are trading.  
For the purposes of this condition, the term light or mid strength alcoholic beverages means any beverage in which the alcohol content by volume, when in a temperature of 20 degrees Celsius, is less than 4%.

Issue Date: 01 July 2016

\_\_\_\_\_ **for Commissioner for Liquor and Gaming**

This document supersedes all previously issued documents in respect of these premises.