

Emma Rickuss

From: Bob Bennett
Sent: Monday, 30 March 2015 3:48 PM
To: [redacted] **Sch 4/3/3**
Subject: Albany Creek Tavern [redacted]

Dear [redacted]

[redacted] **Out of scope** [redacted] the Albany Creek Tavern [redacted]

The [redacted] incident at the Albany Creek Tavern occurred at [redacted] hours on the [redacted]. The following particulars were supplied by the QPS on this matter.

[redacted]
Sch 4/3/2

[redacted]
Out of scope

[redacted] I require all RSA certificates for staff working at these times, the RMLV, the staff rosters and also the security rosters and log of event.

Further in respect to the [redacted] (Albany Creek) I require the footage of the [redacted] that is described, as well as the CCTV footage from the areas that lead from [redacted] as well as the CCTV footage [redacted] that show the path this person walked or was carried after [redacted]. I also require all CCTV footage for the person who are identified [redacted] at the time of this [redacted].

[redacted]

If there are any issues with what I have asked for please advise.

Sorry that I require so much CCTV, [redacted]

Kind Regards
Bob Bennett
Investigator
Compliance Division
Office of Liquor and Gaming Regulation (OLGR) Department of Justice and Attorney-General Level 5, 33 Charlotte Street, Brisbane, QLD, 4000 Locked Bag 180, City East Qld. 4002.
t: +61 7 30330012 (Direct)
m: +61 409 261 587
f: +61 7 3872 0827
e: bob.bennett@justice.qld.gov.au

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

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@olgr.qld.gov.au

Emma Rickuss

From: Bob Bennett
Sent: Wednesday, 29 April 2015 8:36 AM
To: Sch 4/3/3
Subject: RE: FW: Albany Creek Tavern Out of scope

I am chasing the **Albany Creek Tavern** file.

I am also looking for another file at the Albany Creek tavern that occurred on the Sch 4/3/2 I was allocated this second file on the Albany Creek Tavern when an investigator (Alan Dale) left our team. An email was sent to on the at by Alan Dale. replied to this email on the stating ALH will gather the information. To date there has been no information received at OLGR as stated. Can you also advise where this may be.

Kind Regards
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From: @alhgroup.com.au]
Sent: Tuesday, 28 April 2015 5:14 PM
To: Bob Bennett
Subject: Re: FW: Albany Creek Tavern and Victory Hotel.

I have a feeling files I sent to Melbourne to finish for me just before I went on leave... They actually rang me today to say they hadn't done them and did I want the files back!

So sorry... I should get them in the mail tomorrow and will be right onto them.

ALH Group Pty Ltd
Level 1, 152 Oxford Street,
(PO Box 870)
Bulimba Queensland 4171

P: @alhgroup.com.au
E: @alhgroup.com.au
W: www.alhgroup.com.au



On 28 April 2015 at 14:53, Bob Bennett <bob.bennett@justice.qld.gov.au> wrote:

Can you let me know where you are at with the below requests.

Kind Regards
Bob Bennett
Investigator
Compliance Division
Office of Liquor and Gaming Regulation (OLGR)
Department of Justice and Attorney-General Level 5, 33 Charlotte Street, Brisbane, QLD, 4000 Locked Bag 180, City East Qld. 4002.
t: [+61 7 30330012](tel:+61730330012) (Direct)
m: [+61 409 261 587](tel:+61409261587)
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e: bob.bennett@justice.qld.gov.au

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

Copy

Emma Rickuss

From: [redacted] Sch 4/3/3 alhgroup.com.au>
Sent: Wednesday, 29 April 2015 2:05 PM
To: Bob Bennett
Subject: Re: FW: Albany Creek Tavern [redacted] **Out of scope**

I will hunt this down for you!

[redacted]
ALH Group Pty Ltd
Level 1, 152 Oxford Street,
(PO Box 870)
Bulimba Queensland 4171

P: [redacted]
E: [redacted]@alhgroup.com.au
W: www.alhgroup.com.au



On 29 April 2015 at 08:35, Bob Bennett <bob.bennett@justice.qld.gov.au> wrote:

[redacted]
I am [redacted] chasing the **Albany Creek Tavern** file [redacted]

I am also looking for another file at the Albany Creek tavern that occurred on the [redacted] I was allocated this second file on the Albany Creek Tavern when an investigator (Alan Dale) left our team. An email was sent to [redacted] on the [redacted] by Alan Dale. [redacted] replied to this email on the [redacted] stating ALH will gather the information. To date there has been no information received at OLGR as stated. Can you also advise where this may be.

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From [redacted]@alhgroup.com.au]
Sent: Tuesday, 28 April 2015 5:14 PM
To: Bob Bennett
Subject: Re: FW: Albany Creek Tavern and Victory Hotel.

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So sorry... I should get them in the mail tomorrow and will be right onto them.

Sch 4/3/3

ALH Group Pty Ltd
Level 1, 152 Oxford Street,

(PO Box 870)

Bulimba Queensland 4171

P [REDACTED]
E: [REDACTED] [alhgroup.com.au](mailto:[REDACTED]@alhgroup.com.au)
W: www.alhgroup.com.au



Copy

RAMP (Risk-Assessed Management Plan)

Approved by Chief Executive



26 JUN 2015

Hotel Name Signed Mockley

Licence Number

The management & Staff of the Albany Creek Tavern (Licensed premise) which includes the following premises as defined by the 'Liquor Regulation 2002';

Sch 4/3/2

The Albany Creek is committed to providing a safe and friendly environment for our customers and the community at large. Management acknowledges that all staff will be trained and accredited in Responsible Service of Alcohol along with awareness and the understanding of this document and their obligations under the Liquor Act 1992 and to minimize harm caused by alcohol abuse and misuse.

Responsible Service of Alcohol

- Staff members and crowd controllers will be fully supported to enforce RSA policies and procedures and management will not override any decision to refuse service to any patron.
- An RSA Incident Register will be readily available in all bar and retail areas and all incidents involving refusal of service to minors, customer behaviour and evictions will be recorded in the Incident Register and signed off by management daily.
- The Licensed Premise will ensure all copies of staff RSA certificates are available at the main premises and a master register will be maintained and made available upon request.
- Customers will be required to provide acceptable evidence of age when there is any doubt they are under 25 years old.
- Minors will not be permitted in the Gaming room, or areas set aside for wagering.
- Minors will not be permitted to be on the premises after 9pm at times when entertainment is being conducted.
- Minors will be permitted only, if they are partaking in a meal or attending a Function at which time they must be under the direct supervision and in close proximity to a parent or legal guardian.
- Minors will not be permitted to consume or be supplied alcohol at any time.
- Minors will not be permitted to sit at a bar any where in the premise.
- Minors will not be permitted in areas where take away sales are provided only under the direct supervision and in close proximity to a parent or legal guardian.
- Will not engage in any promotions that encourage rapid or excessive consumption of alcohol or are likely to promote irresponsible service of alcohol including; absolute prohibition of extreme discounting, and other drink promotions (Including but not limited to, Two for ones, Happy Hours, Free Drinks etc) targeting patrons and perpetuating a culture of binge drinking.
- We will provide all day everyday pricing as our standard pricing policy.
- Free water will be provided upon request and light or low alcohol drinks will be encouraged via pricing and point of sale.
- All alcohol will be provided in standard measured quantities which will enable patrons to monitor alcohol consumption. Half measures/nips are available on request.
- Protocols advising patrons on the grounds of refusal of entry, including the dress code will be advertised at the main entrance.
- Responsible Service Awareness signage (X2) as published by OLGR will be displayed at each point of sale.

RAMP (Risk-Assessed Management Plan)

Liquor Accord

The Licensed Premise is an Active member of the Pine Rivers LIAG and will consider voluntary practices suggested at these meetings.

Lighting

The Licensed Premise has adequate levels of lighting in and around the surrounding premises.

The Licensed Premise has Regular Maintenance regimes in place to ensure lighting is maintained in manner to provide maximum visibility from entry and exit points of the main premise.

Noise Mitigation

The Licensed Premise ensures that noise levels emanating from amplified music do not exceed any levels on the approved licence document.

All external doors and windows except the main entry/exits for the purposes of egress/ingress will be closed at all times when entertainment is conducted.

Management regularly monitor Internal Noise and external noise through a professional sound meter at times where entertainment is being provided.

Security

The 'Security Services Standards Policy' details the responsibilities and outlines the conditions of engagement, including (but not limited to) the management of RSA, Liquor Act 1992 and the obligations documented in this RAMP.

Increased security is provided where deemed necessary in line with public & private function criteria – Booking sheets are completed in advance to manage these requirements.

We maintain a close relationship with all security firms to ensure availabilities of guards in situations of an unexpected demand on the business.

All security personnel must adhere to the Qld Security Providers Act 1993, the Queensland Liquor Act 1992, and the compliance and obligations of the RAMP.

All security personnel must be accredited in RSA, aware of and conversant in the venues 'RSA Policies' and 'Security Services Standards Policy'.

All security personnel must be actively involved in Daily RSA briefings at commencement of shift and other comprehensive reporting as outlined in the Group Security Standards Policy.

The Hotel ensures that an adequate number of security staff is employed when entertainment is provided and operating after 1am as follows;

A minimum of [redacted] for the [redacted]

An additional [redacted] for each [redacted] or part there of up to [redacted]

An additional [redacted] thereafter.

At all times when Security Staff are employed [redacted]

Sch 4/3/2 Sch 4/3/7

The Licensed Premise has cameras which cover [redacted] and data is kept on site for a minimum of 28 days.

A certified first aid officer will be available at the main Premise at all times from 8pm on days when trading beyond 2am.

Crowd Controllers will be dressed in such a way as to identify them from patrons and other staff.

Transport Services

The main Premise will endeavour to ensure that our patrons do not adversely impact on the amenities of its neighbours or the community at large. Reasonable Measures will be taken to ensure the continued safety of our patrons and neighbouring community.

We take all reasonable measures to ensure orderly behaviour of staff and patrons when entering or leaving our premises.

3 taxi phones are available for use by customers within the venue (Public Bar, Bistro, Foyer).

Emergency services numbers will be clearly displayed in the main foyer of the building along with the Evacuation plan.

Provision of meals

The Bistro & Public Bar operates from 11:00am to 2:30pm and 5:30pm to 8.30 pm, Monday, Tuesday, Wednesday, Thursday and Sunday. From 11:00am to 2:30pm and 5.30pm to 9:00pm Friday and Saturday

Training of Staff

All Staff employed by the Licensed Premise will be RSA certified within 28 days of commencement.

All staff will attend an RSA re-accreditation course every three years.

Regular and ongoing in-house RSA awareness of staff will be conducted through standard meetings and on the Job training including; Patron Care, RSA and Liquor Licensing issues along with venue specific operational issues and improvement strategies. Minutes of these meetings will be recorded, documented and filed at the venue.

Dealing with Unduly Intoxicated Disorderly Patrons on the Premises

The Licensed Premise will take all reasonable steps to control the behaviour of patrons, whilst in and around the premise. Management and security has the right to refuse service to anyone at any time and will do so if they believe the safety of others may be at risk.

All staff are trained in identifying signs of intoxication and unruly or disorderly behaviour.

Customers deemed unduly intoxicated will be refused all services provided by the venue, including Gaming, such customers will be offered water and a taxi called if required

The Licensed Premise will not permit persons unduly intoxicated, indecent, disorderly, quarrelsome and/or repeatedly objectionable behaviour or conduct to remain on the premises.

The Licensed Premise does not condone and will not permit sexual harassment, assault or discriminatory behaviour to patrons or staff.

Persons causing such disturbances will be refused service and asked to leave the premises.

Extreme or repeated behaviour will result in barring (refer mandatory barring policy) and referral to Queensland Police for intervention and possibly be subjected to on the spot fines.

How the Impact of the Business on the Amenity of the Community will be Limited

The Licensed Premise will endeavour to ensure that our patrons do not adversely impact on the amenities of its neighbours or the community at large. Reasonable Measures will be taken to ensure the continued safety of our patrons and neighbouring community.

The Licensed Premise will take all reasonable measures to ensure orderly behaviour of staff and patrons when entering or leaving our premises.

Consultation with Community and Liquor Industry Groups

To maintain and improve upon RSA, industry based initiatives, and community harm minimisation strategies management will;

- When requested meet with statutory authorities (LLD, Qld Police, Council)
 - As required meet with other licensees and key stakeholders
 - As required meet with owners of neighbouring businesses and residences
- All such meetings will be diarised and minuted.

| Complying with Acts | |
|-----------------------|--|
| Footpath Dining | Not Applicable |
| Detached Bottle shops | In addition to the above mentioned responsible practices and procedures that apply to the Licensed Premise, retail liquor operations would also; Perform regulatory checks on each outlets at least monthly. All items will be discussed and reviewed with the retail manager. Maintain an incident register to record and document incidents, registers will be acknowledged by the Hotel and Retail Manager. |
| DOSA | 3 DOSA's are available on the premise. A diagram clearly depicting the smoking and non smoking areas will be displayed in this area and at the main entrance. The provision of food or service to these areas will not be provided. |
| Advertising of Events | All promotional material will be authorised and approved by the Venue Manager (RMLV) to ensure compliance with the Queensland Liquor Act 1992, RSA and RAMP document. Promotional material will be of an ethical and responsible standard that is generally acceptable in the targeted market. |
| Adult Entertainment | Not Applicable |
| Functions on Premises | All private functions will be documented on the 'Function Run Sheet' with considerations to; - Number of persons attending - Provision of food - Provision of Security (as per the type and number of persons attending) - Provision of Low alcohol and non alcoholic beverages. |
| Catering off site | The supply of liquor for consumption off the main premise will only be available in conjunction with the provision of catering services. RSA practices and the Liquor Act 1992 will be adhered to at such functions. |

Approved by the Chief Executive

Signed Date

Please quote: [REDACTED]
Contact officer: Tony Johnson
Contact telephone: 07 3033 0011



Office of Liquor and Gaming Regulation

Department of
Justice and Attorney-General

Sch 4/3/3

ALH Group
Level 1, 152 Oxford St
Bulimba, QLD, 4171

Dear [REDACTED]

As you may be aware, the Office of Liquor and Gaming Regulation (OLGR) has been investigating an alleged incident at the Albany Creek Tavern, Albany Creek, on the [REDACTED] **Sch 4/3/2**. The alleged incident was brought to the attention of the OLGR by the Queensland Police Service (QPS)

The following is an extract from the QPS report provided to the OLGR:

Sch 4/3/2

On the [REDACTED] Investigator Tony Johnson from the OLGR discussed the alleged incident with [REDACTED] via email and requested further information be provided by the licensee to assist with the investigation. On the [REDACTED] further information was provided by the licensee about the alleged incident and also about the operation of the premises under the liquor licence held by ALH Group.

I wish to advise that the OLGR has now finalised its investigation into the matter and no further action will be taken at this time.

In accordance with the OLGR's Compliance Strategy, which can be obtained via the OLGR's website (<https://www.business.qld.gov.au/industry/liquor-gaming>), the OLGR strives for voluntary compliance with legislation through education, advice, clear expectations and the promotion of best practice, however, will initiate high end enforcement action where necessary. Further, the OLGR undertakes a proactive compliance program to monitor licensees' compliance and as such may target sites who have been the subject of QPS reports or where previous non-conformities have been detected.

If you require any further information in relation to this matter, please contact Tony Johnson, Investigator, OLGR, Department of Justice and Attorney-General on 07 3033 0011 or at tony.johnson@justice.qld.gov.au

Yours sincerely

A handwritten signature in black ink, appearing to read 'Michael Sarquis', with a horizontal line extending to the right. Below the signature, the word 'for' is written in a smaller, cursive script.

MICHAEL SARQUIS
Executive Director

09 / 12 / 2016

Encl.

Investigation Running Sheet

| Investigation Details | | | |
|-----------------------|---------------------------|-------------------|-------------|
| File Ref No: | 154950 | Allocated: | 08-JAN-2015 |
| Inv. Type: | Risk Assessment Monitored | Completed: | 15-JAN-2015 |
| Investigator: | Michael KENNY | | |
| Office: | Brisbane Liquor | | |

| Allegation Details | |
|--------------------|--|
| Date | Description |
| 08-JAN-2015 | RISK ASSESSMENT - EXTENDED HOURS PERMIT PERMINENT. |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|-----------------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Action Notes | | |
|--------------|---|-------------|
| Date | Officer | Action Type |
| 14-JAN-2015 | Michael KENNY Please see attached memo. No objection. | File Notes |

| Breaches and Outcomes | | | |
|-------------------------------------|--------------------|--------------------|-------------------------------|
| Class | Type | Section | Description |
| Extended Hours Permit Regular Basis | Licensing | NA | Risk Assessment Investigation |
| Date | Recommendation | Outcome | Detail |
| 14-JAN-2015 | No Breach Detected | No Breach Detected | |



Office of Liquor and Gaming Regulation

To **Manager Licensing Unit** Date **14 January 2015**

From **Michael Kenny – Compliance Officer** Phone **07 3224 2890**

Through **Jess Kitching / A/ Principal Compliance Officer** File ref **1209 / 154950**

Subject **Permanent variation to trading hours – Albany Creek Tavern**

Purpose:

The Inspection Unit is in receipt of an application from the ALH Group on behalf of the Albany Creek Tavern which currently holds a commercial hotel license # 41112247. The purpose of the application is to allow the Albany Creek Tavern to extend the trading hours in their main premises until 3:00am Monday – Sunday.

Comment:

Albany Creek Tavern’s main premises currently trades from 10.00am – 2:00am Wednesday – Saturday and 10:00am – 12:00am Sunday to Tuesday. As outlined in a community impact statement submitted by the ALH Group an increase of 1 hour from Wednesday – Saturday and 3 hours from Sunday to Tuesday is unlikely to have any adverse impact on the surrounding area.

The licensee has completed the required advertising period which resulted in one objection with an included petition of 70 signatures. The objection letter has been issued by **Sch 4/3/3**. The objection letter raises concerns about [redacted] should the extended trading hours be approved. In terms of [redacted] the community impact statement notes [redacted]. There were no objections from police or council.

A search of COGS reveals a good compliance history with only **Sch 4/3/2** associated with the venue since January 2009. It is worth noting [redacted] Regular compliance inspections carried out at the venue over the last 5 years have not identified any issues.

Proposed Trading Hours:

Monday – Sunday 10:00am – 3:00am (main premises)

Recommendation:

Inspectorate Unit offers no objections to the granting of this application. In making this determination I have balanced the objection raised by [redacted] and signed petition) with the venue’s good compliance history and no objections raised by police or council. I have also taken into consideration the venue currently trades until 2:00am 4 days per week and no issues or complaints have been associated with late night trading.

Submitted for your consideration.

Michael Kenny
Compliance Officer



SITE #: [REDACTED]
 INVESTIGATION #: [REDACTED] Sch 4/3/2

**Office of Liquor and Gaming
 Regulation - Investigation File**

*QPS
 data INV*

(This sheet is to remain at the front of the investigation file at all times)

| | |
|--------------------------------|---|
| NON-SITE Person/Org: | |
| SITE Premises: | ALBANY CREEK TAVERN |
| Licensee Name: | ALM GROUP PTY LTD |
| Licence Number: | Licence No - [REDACTED] |

Investigation Allocated on: 20/3/15 BOB

| | | |
|---|---|--|
| Has Liquor Enforcement Guideline (LEG) or Compliance Enforcement Guideline (CEG) (gaming only) been applied? | <input checked="" type="radio"/> Yes | No - reason outlined (in recommendation) |
| Is recommendation in line with LEG or CEG? | <input checked="" type="radio"/> Yes | No - reason outlined |
| Has Compliance Manual been applied? (list eDocs no. of Chapter/s applied) | <input checked="" type="radio"/> Yes eDocs _____ | No - reason outlined |
| Warning or Advisory letter sent to licensee / offender | <input checked="" type="radio"/> Yes Date: <u>20/5/15</u> | No |
| Infringement Notice/s issued | Yes Date: _____ | <input checked="" type="radio"/> No |
| Prosecution brief submitted | Yes Date: _____ | <input checked="" type="radio"/> No |
| Disciplinary Action memo submitted | Yes Date: _____ | <input checked="" type="radio"/> No |
| All investigation details completed: | | |
| • File/action notes updated on COGS | <input checked="" type="radio"/> Yes | No |
| • Attachments included on hard file | <input checked="" type="radio"/> Yes | No |
| • All documents saved to eDocs & attached in COGS | <input checked="" type="radio"/> Yes | No |
| • Reviewed breach/es against classification, INV type & Act reference & corrected where necessary | <input checked="" type="radio"/> Yes | No |
| • Is case precedent applicable? | Yes INV no. _____ | <input checked="" type="radio"/> No |
| "Final Outcome" and date completed in COGS (Liquor INV ONLY) | <input checked="" type="radio"/> Yes Date: <u>20/5/15</u> | No |
| "Breaches Finalised" box noted (Liquor INV ONLY) | <input checked="" type="radio"/> Yes Date: <u>20/5/15</u> | No |
| Register updated - Infringement / Intervention / Pros / DA / Show Cause / 111 variation / Insp referral / Glassing / Reviewable Matters / Telecommunications Searches | Yes Date: _____ | <input checked="" type="radio"/> N/A |
| Complainant advised of result of investigation | Yes Date: _____ | <input checked="" type="radio"/> No |
| Other relevant parties advised of result of investigation (e.g. other OLGR region or unit / other govt agency etc) | Yes Date: _____ | <input checked="" type="radio"/> N/A |

Investigation Completed on: 20/5/15
 Investigator: [Signature] Date: 20/5/15

Supervisor / Manager: [Signature] Date: 20/5/15



Investigation Running Sheet

| Investigation Details | |
|-----------------------|--------------------|
| File Ref No: | ██████████ |
| Inv. Type: | Complaint - Police |
| Investigator: | Bob BENNETT |
| Office: | Brisbane Liquor |
| Allocated: | 27-FEB-2015 |
| Completed: | 20-MAY-2015 |

| Allegation Details | |
|--------------------|-------------|
| Date | Description |
| 06-FEB-2015 | ██████████ |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|----------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Complainant Details | | | |
|---------------------|---------------------------|--------------------------------|-------|
| Type | Name | Address | Phone |
| Organisation | QUEENSLAND POLICE SERVICE | ROMA STREET, BRISBANE QLD 9000 | |

| QPS Incident Details | | | | | | | | |
|----------------------|---------|--------------------|--------------------|------------------|------------------|-------------|--------------------|--------|
| Incident Ref No. | QPS No. | Incident From Date | Incident From Time | Incident To Date | Incident To Time | Affected By | Intoxication Level | Weapon |
| Sch 4/3/2 | | | | | | | | |

Premises Relation:

Offence:

Summary:
NA, , , , IN VICINITY - PREMISES MENTIONED IN DESCRIPTION, , , ,

Description:

| Action Notes | | |
|--------------|--|-------------|
| Date | Officer | Action Type |
| 03-MAR-2015 | Glenn TATHEM ALBANY CREEK TAVERN | Instruction |
| | AI Please apply the new safety procedures . Thanks | |
| 24-MAR-2015 | Glenn Sue HAYES | File Notes |



Investigation Running Sheet

| Breaches and Outcomes | | | |
|-----------------------|----------------------|---------|-------------|
| Class | Type | Section | Description |
| Safety | Management Practices | | Sch 4/3/2 |
| Date | Recommendation | Outcome | Detail |
| | | | |

Please quote: Inv [redacted]
Contact officer: Bob Bennett
Contact telephone: 30330012



Office of Liquor and Gaming Regulation

Department of
Justice and Attorney-General

The Directors
Australian Leisure and Hospitality Group Pty Limited
(Albany Creek Tavern)
PO Box 870
BULIMBA QLD 4171

File Copy

Dear Sir/Madam

The Office of Liquor and Gaming Regulation (OLGR) received two liquor incident reports from the Queensland Police Service (QPS) regarding incidents at the Albany Creek Tavern, on the **Sch 4/3/2**

On receipt of these reports from QPS, Mr Bob Bennett of the OLGR contacted both **Sch 4/3/3** from ALH Group Pty Ltd to obtain further details of the incidents. Mr Bennett also outlined the QPS report and sought further information regarding the circumstances and any subsequent preventative measures implemented at the venue since these incidents.

In view of the circumstances surrounding these incidents, I wish to reinforce the legislative obligations placed upon licensees pursuant to section [redacted]

Section [redacted] requires that a licensee [redacted]

Section [redacted] provides that [redacted]

The above provision highlights the legislative responsibilities placed upon licensees and their staff to ensure that [redacted]

Whilst I understand the nature of the circumstances surrounding the incident, you are reminded to ensure that all staff employed at the licensed premises are fully aware of the requirements of the Act at all times.

R

If you require any further information in relation to this matter, please contact Mr Bob Bennett, Investigator, Office of Liquor and Gaming Regulation, Department of Justice and Attorney-General on 30330012.

Yours sincerely

MICHAEL SARQUIS
Executive Director
20/5/2015

Allan Dale

From: [redacted] **Sch 4/3/3** [redacted]@alhgroup.com.au]

Sent: Thursday, 5 March 2015 12:27 PM

To: Allan Dale

Cc: [redacted]

Subject: Re: Incident at Albany Creek Tavern - [redacted]

Thanks Allan alh will gather information and respond .
Cheers

On 5 Mar 2015 11:32, "Allan Dale" <Allan.Dale@justice.qld.gov.au> wrote:

Hi [redacted]

OLGR has received info from the Qld Police Service about an incident that occurred at about [redacted] at the Albany Creek Tavern.

The info provided by QPS is reproduced as follows:

[redacted]

Sch 4/3/2

[redacted]

The Manager, Investigations Unit, OLGR has allocated this matter to me to investigate further in terms of section [redacted] of the Liquor Act 1992 due to the number of patrons involved, i.e. [redacted] states - [redacted]

[redacted]

Can arrangements please be made to provide the following with respect to this incident:

Allan Dale

From: Allan Dale
Sent: Thursday, 5 March 2015 11:33 AM
To: 'Sch 4/3/3 @alhgroup.com.au'
Cc: @alhgroup.com.au
Subject: Incident at Albany Creek Tavern

Hi

OLGR has received info from the Qld Police Service about an incident that occurred at about [REDACTED] at the Albany Creek Tavern.

The info provided by QPS is reproduced as follows:

Sch 4/3/2

The Manager, Investigations Unit, OLGR has allocated this matter to me to investigate further in terms of [REDACTED] of the Liquor Act 1992 due to the number of patrons involved, i.e. [REDACTED] states - [REDACTED]

Can arrangements please be made to provide the following with respect to this incident:

1. names of staff involved - rostered on duty at the time
2. details of the rostered approved manager at the time
3. copies of RSA and RMLV certificates (for the approved manager) of staff on duty at the time
4. copies of all reports including incident reports of the incident
5. CCTV of the incident and involved patrons [REDACTED] the Tavern
6. details about the security arrangements in place at the time of the incident
7. copies of internal policies and/or procedures dealing with [REDACTED]
8. copy of the relevant part of the Tavern's RAMP about [REDACTED] and [REDACTED]
9. copies of any staff sign off for the internal policies and/or procedures, and advice as to how this is reinforced through staff meetings and any ongoing training.

I would like to arrange a suitable time to visit the Tavern to inspect the area involved and collect the materials outlined above. This will also provide an opportunity to discuss the incident with you.

I can be contact by phone on 3872 0907, or by return email. Please note I am out of the office Friday 6 March 2015.

Leigh Schnitzerling
From: Glenn Tathem
Sent: Monday, 2 March 2015 10:46 AM
To: Leigh Schnitzerling
Cc: Sue Hayes; Robert Grimmond
Subject: FW: Investigation created from QPS Data

Sch 4/3/2

Hey Lil

Can you please reallocate this one to Allan..... [redacted]

Cheers

GT

Glenn Tathem
Manager Investigations
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 0893
f: +61 7 3872 0827
e: glenn.tathem@justice.qld.gov.au

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

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@olgr.qld.gov.au

From: Cindy Liao
Sent: Friday, 27 February 2015 4:06 PM
To: Glenn Tathem
Cc: Tobyn Zubrinich; Cindy Liao; Delia Atkinson; Isabel Tynan; Richard Harkin; Lindsay Descovich; Christopher Blackmur; Rod Oaten; Michael Nguyen; Esther Blest; Michael Gifford; Bevan McCarrick
Subject: Investigation created from QPS Data

| Manager | Site | Issue |
|--------------|-----------------------------------|------------|
| Glenn Tathem | Albany Creek Tavern, Albany Creek | [redacted] |

If you have any questions regarding the above please contact me via the details below.

Regards,

Cindy Liao
Analyst
Planning Unit
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General Locked Bag 180, City East Qld 4002
t: +61 7 3872 0925
f: +61 7 3872 0827



ABN 37 067 391 511

7 May 2015

Bob Bennett
Investigator
Office of Liquor and Gaming Regulation
Locked Bag 180
City East QLD 4002

Dear Mr Bennett

Albany Creek Tavern – Invitation to Respond – Incident on 6 February 2015

I refer to the email sent by Allan Dale on 5 March 2015 regarding the Albany Creek Tavern (“the Tavern”), in which Mr Dale requests information relating to the circumstances surrounding an incident that occurred at the Tavern on [REDACTED]. Specifically, I understand Mr Dale had received information from Queensland Police Service (“QPS”) in relation to an alleged brawl that is said to have occurred on this date.

After investigating this incident I am able to provide you with the following information:

Sch 4/3/2

As always, ALH holds the maintenance of a safe and friendly environment for patrons and staff as the utmost priority. [REDACTED] the Tavern at the time of the incident and there were [REDACTED]

[REDACTED] No patrons involved in either incident [REDACTED]

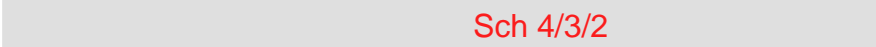
[REDACTED] The actions of [REDACTED] were measured and appropriate. They acted quickly to control [REDACTED] and contacted QPS for further assistance which [REDACTED]

ALH takes its statutory obligations regarding the responsible service of alcohol (“RSA”) very seriously and always aims for best practice outcomes in this regard. RSA reminders and reinforcements were raised in staff meetings on 10 and 16 November 2014, 9 February 2015 and staff sat an RSA quiz on 7 March 2015 in order to reinforce the principles raised.

Requested Information

As requested, I attached the following supporting documentation:

- CCTV footage;
- Crowd Control incident report;

- Crowd Control register;
- Crowd control daily communication briefing sheet;
-  Sch 4/3/2
- Reminder training for crowd controllers completing crowd control register;
- Manager roster;
- Staff roster;
- Staff RMLV certificates;
- Staff RSA certificates;
- Crowd control licenses;
- Albany Creek Tavern House Management Policy;
- Staff training 16th November 2014.

Please contact me directly should you wish to discuss this matter further.

Kind Regards

 Sch 4/3/3


 Queensland State Manager
5/15

INCIDENT REPORT

No: 144014

Name of Business: ALBANY CREEK Address of Business: 730 ALBANY CREEK ROAD, ALBANY CREEK, QLD P/C: 4035
Name of Officer: _____ License Number: CCS _____ Start of your Shift: _____ End of your Shift: _____ Badge Number: _____

DETAILS OF INCIDENT

Date of Event: 6.2.15 Day of Event: FRIDAY Time of Event: 2300 Location of Incident: BEEF CLAPPER / CAR PARK

WHICH OF THE FOLLOWING BEST DESCRIBES THE INCIDENT?

DESCRIPTION OF THE PERSONS INVOLVED

Person 1 - M/F _____ Height _____ cm - Build _____ Hair _____ Clothes _____ Features _____ Involvement _____
Person 2 - M/F _____ Height _____ cm - Build _____ Hair _____ Clothes _____ Features _____ Involvement _____
Person 3 - M/F _____ Height _____ cm - Build _____ Hair _____ Clothes _____ Features _____ Involvement _____
Person 4 - M/F _____ Height _____ cm - Build _____ Hair _____ Clothes _____ Features _____ Involvement _____

DETAILS OF WITNESS/ES *(Please complete witness statement on additional paper if needed)*

Name of Witness 1: Sch 4/3/3 Contact Number: _____ Name of Witness 2: _____ Contact Number: _____

FURTHER DETAILS OF THE EVENT OR COMPLAINT *(Please use additional paper if needed)*

Sch 4/3/2

Signature of Officer: _____ Supervisor Signature: _____ Venue Manager Signature: _____ Date: _____

CROWD CONTROL REGISTER

No: 72042

| | | | |
|----------------------------|---------------------|------------------------------|---------------------------------|
| Name: Sch 4/3/3 | Badge No: | Address: N/A | Suburb: SWG |
| Unrestricted Licence: | Restricted licence: | Name of security supervisor: | |
| Start Date: | Start Time: | Sign: | Finish Date: Finish Time: Sign: |
| Employer: Sch 4/3/2 | Address: | | |
| IR# | IR# | IR# | IR# IR# IR# IR# |

Incident reports must be documented using the incident report number as a reference

| | | | |
|-----------------------|---------------------|------------------------------|---------------------------------|
| Name: | Badge No: | Address: N/A | Suburb: |
| Unrestricted Licence: | Restricted licence: | Name of security supervisor: | |
| Start Date: | Start Time: | Sign: | Finish Date: Finish Time: Sign: |
| Employer: | Address: | | |
| IR# | IR# | IR# | IR# IR# IR# IR# |

Incident reports must be documented using the incident report number as a reference

| | | | |
|-----------------------|---------------------|------------------------------|---------------------------------|
| Name: | Badge No: | Address: N/A | Suburb: |
| Unrestricted Licence: | Restricted licence: | Name of security supervisor: | |
| Start Date: | Start Time: | Sign: | Finish Date: Finish Time: Sign: |
| Employer: | Address: | | |
| IR# | IR# | IR# | IR# IR# IR# IR# |

Incident reports must be documented using the incident report number as a reference

| | | | |
|-----------------------|---------------------|------------------------------|---------------------------------|
| Name: | Badge No: | Address: N/A | Suburb: N/A |
| Unrestricted Licence: | Restricted licence: | Name of security supervisor: | |
| Start Date: | Start Time: | Sign: | Finish Date: Finish Time: Sign: |
| Employer: | Address: | | |
| IR# | IR# | IR# | IR# IR# IR# IR# |

Incident reports must be documented using the incident report number as a reference

| | | | |
|-----------------------|---------------------|------------------------------|---------------------------------|
| Name: | Badge No: | Address: N/A | Suburb: |
| Unrestricted Licence: | Restricted licence: | Name of security supervisor: | |
| Start Date: | Start Time: | Sign: | Finish Date: Finish Time: Sign: |
| Employer: | Address: | | |
| IR# | IR# | IR# | IR# IR# IR# IR# |

Incident reports must be documented using the incident report number as a reference

| | | | |
|-----------------------|---------------------|------------------------------|---------------------------------|
| Name: | Badge No: | Address: N/A | Suburb: N/A |
| Unrestricted Licence: | Restricted licence: | Name of security supervisor: | |
| Start Date: | Start Time: | Sign: | Finish Date: Finish Time: Sign: |
| Employer: | Address: | | |
| IR# | IR# | IR# | IR# IR# IR# IR# |

Incident reports must be documented using the incident report number as a reference

ALH GROUP

CROWD CONTROLLERS DAILY - COMMUNICATION BRIEFING SHEET

VENUE: ACT DAY: FRIDAY DATE: 6-2-15 TIME: 1700

| | | | |
|------------------------|-----------|------|--|
| Briefing Manager | | Sign | |
| Security Supervisor | Sch 4/3/3 | Sign | |
| Other Crowd Controller | | Sign | |
| Other Crowd Controller | | Sign | |
| Other Crowd Controller | | Sign | |
| Other Crowd Controller | | Sign | |
| Other Crowd Controller | | Sign | |
| Other Crowd Controller | | Sign | |

WHAT'S ON AROUND TOWN TODAY & TONIGHT

Sporting Events N/A

Other Events _____

WHAT'S ON TONIGHT - HOTEL TRADING DETAILS

Bookings & numbers attending (functions, Bar Tabs, Birthdays, Parties)

Sch 4/3/2

Entertainment & Promotions (Times, Departments, Areas, content)

Trading Times (Departments)



QUEENSLAND POLICE SERVICE



North Brisbane District Liquor Unit
Ground Floor, Police Headquarters
200 Roma Street, Brisbane QLD 4000
GPO Box 1440 Brisbane QLD 4001

TELEPHONE (07) 3364 3013 FACSIMILE (07) 3364 3090

WARNING LETTER

INVESTIGATORS NOTES:

On Friday the [redacted] **Sch 4/3/2** [redacted] police from the North Brisbane District Liquor Unit conducted an inspection of the premise (Albany Creek Tavern). During this inspection, the following offences were identified:

[redacted]

Out of scope

3. On page [redacted] of the Security Register, [redacted] failed to sign out of the register at cessation of duties on [redacted]
4. On page [redacted] of the Security Register, [redacted] failed to sign out of the register at cessation of duties on [redacted]
5. On page [redacted] of the Security Register, guard **Sch 4/3/3** [redacted] failed to sign into the register at the start of duties on [redacted]
6. On page [redacted] of the Security Register, guard [redacted] failed to enter their identification number into the register at the start of duties on [redacted]
7. On page [redacted] of the Security Register, [redacted] failed to enter their security providers licence number into the register at the start of duties on [redacted]

[redacted]

Out of scope

| Incident Reference | Incident From Date | Incident From Time | QPS Number | Offence | Violence Flag | Incident Outcome | Incident Description |
|--------------------|--------------------|--------------------|------------|---------|---------------|------------------|----------------------|
|--------------------|--------------------|--------------------|------------|---------|---------------|------------------|----------------------|

Sch 4/3/2

Out of scope

e: cindy.liao@justice.qld.gov.au

Customer Call Centre 13 74 68
www.justice.qld.gov.au

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au



QUEENSLAND POLICE SERVICE

North Brisbane District Liquor Unit
Ground Floor, Police Headquarters
200 Roma Street, Brisbane QLD 4000
GPO Box 1440 Brisbane QLD 4001

TELEPHONE (07) 3364 3013 FACSIMILE (07) 3364 3090

WARNING LETTER

Date: 28 February 2015
Premise Name: Albany Creek Tavern
Licence Number: 79820
Licensee: Australian Leisure and Hospitality Group Pty Limited
Address: Albany Creek Road, Albany Creek

I wish to advise you that the North Brisbane District Liquor Unit conducted an inspection of your premise on **Sch 4/3/2** During this inspection, several issues were identified.

The purpose of this notice is to inform you that [REDACTED]

The matter has been recorded in our office files. The information has also been forwarded to the Office of Liquor and Gaming Regulation [REDACTED]

With a view to compliance with the Liquor Act 1992, the Security Providers Act 1993 and [REDACTED]

To this end, I would be pleased to discuss with you [REDACTED] which may assist you in effectively addressing these issues.

If you wish to discuss this matter, I can be contacted on (07) 3364 3007.

Christopher Gregory
Sergeant 8639
North Brisbane District Liquor Unit

NORTH BRISBANE DISTRICT LIQUOR UNIT

Investigation Running Sheet

| Investigation Details | |
|---------------------------------------|-------------------------------|
| File Ref No: [REDACTED] | Allocated: 28-FEB-2015 |
| Inv. Type: Targeted Inspection | Completed: 18-MAR-2015 |
| Investigator: Wayne MORTENSEN | |
| Office: Brisbane Liquor | |

| Allegation Details | |
|--------------------|-------------------------------------|
| Date | Description |
| 27-FEB-2015 | COMPLAINCE INSPECTION - NO BREACHES |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|-----------------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Action Notes | | |
|---|-----------------|-------------|
| Date | Officer | Action Type |
| 02-MAR-2015 | Wayne MORTENSEN | File Notes |
| <p>Officers spent several minutes observing patron flow outside the venue before entering. There were [REDACTED] Sch 4/3/2 Officers moved through the various areas of the premises, observing intox for several minutes. No undue intox was detected. Officers then identified themselves to AM Sch 4/3/3 point inspection conducted. QPS advised they would be conducting the security provider checks.</p> <p>Outcome Premises compliant, [REDACTED]</p> | | |

| Breaches and Outcomes | | | |
|-----------------------|----------------|--------------------|--------------------------|
| Class | Type | Section | Description |
| Licensed Premises | Compliance | NA | Compliance Investigation |
| Date | Recommendation | Outcome | Detail |
| 28-FEB-2015 | | No Breach Detected | |

Investigation Running Sheet

Investigation Details

| | | | |
|----------------------|------------------------------|-------------------|-------------|
| File Ref No: | 158035 | Allocated: | 21-MAR-2015 |
| Inv. Type: | Critical Elements Inspection | Completed: | 05-APR-2015 |
| Investigator: | Jessica KITCHING | | |
| Office: | Brisbane Liquor | | |

Allegation Details

| Date | Description |
|-------------|--|
| 21-MAR-2015 | CRITICAL ELEMENTS INSPECTION - NO ISSUES |

Defendant Details

| Type | Ref No. | Name |
|--------------|---------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

Site

Ref No: 1209
Name: ALBANY CREEK TAVERN
Licence: 79820 COMMERCIAL HOTEL

Breaches and Outcomes

| Class | Type | Section | Description |
|-------------------|----------------|--------------------|--------------------------|
| Licensed Premises | Compliance | NA | Compliance Investigation |
| Date | Recommendation | Outcome | Detail |
| 21-MAR-2015 | | No Breach Detected | |



| | |
|-------------------------|------------|
| SITE #: | Sch 4/3/2 |
| INVESTIGATION #: | [REDACTED] |

**Office of Liquor and Gaming
Regulation - Investigation File**

QPS data investigation

(This sheet is to remain at the front of the investigation file at all times)

| | |
|---------------------------------|---------------------|
| NON-SITE Person/Org: | |
| SITE Premises: | ALBANY CREEK TAVERN |
| Licensee Name: | ALH Pty Ltd |
| License Number: | License NO - 79820 |

Investigation Allocated: [REDACTED] *Allan D.*

| | | |
|---|-------------|------------|
| Disciplinary Action memorandum submitted | te: _____ | [REDACTED] |
| Prosecution brief submitted | te: _____ | [REDACTED] |
| Infringement Notice issued | te: _____ | [REDACTED] |
| All investigation details completed on COGS: | te: _____ | [REDACTED] |
| <ul style="list-style-type: none"> File/action notes updated Attachments included Reviewed breach against classification, INV typ & Act reference & corrected where necessary Is case precedent applicable? | te: _____ | [REDACTED] |
| | te: _____ | [REDACTED] |
| | te: _____ | [REDACTED] |
| Has Liquor Enforcement Guideline (LEG) or Compliance Enforcement Guideline (CEG) been applied? | V no. _____ | [REDACTED] |
| Is recommendation in line with LEG or CEG? | | [REDACTED] |
| "Final Outcome" and date completed in COGS (for BI and reporting purposes) | te: _____ | [REDACTED] |
| "Breaches Finalised" box noted (Liquor INV ONLY) | te: _____ | [REDACTED] |
| Warning or advisory / caution letter sent to licensee / offender | te: _____ | [REDACTED] |
| Complainant advised of result of investigation | te: _____ | [REDACTED] |
| Other relevant parties advised of result of investigation (e.g. OLGR region or unit / other govt agency etc) | te: _____ | [REDACTED] |

on has been outlined
endation

on has been outlined
endation

Investigation Completed: [REDACTED]

[Signature]
Investigator

[Signature]
Supervisor / Manager

Date _____ Date _____

Investigation Running Sheet

| Investigation Details | |
|-----------------------|--------------------|
| File Ref No: | Sch 4/3/2 |
| Inv. Type: | Complaint - Police |
| Investigator: | Bob BENNETT |
| Office: | Brisbane Liquor |
| Allocated: | [REDACTED] |
| Completed: | [REDACTED] |

| Allegation Details | |
|--------------------|-------------|
| Date | Description |
| [REDACTED] | [REDACTED] |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|----------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Complainant Details | | | |
|---------------------|---------------------------|--------------------------------|-------|
| Type | Name | Address | Phone |
| Organisation | QUEENSLAND POLICE SERVICE | ROMA STREET, BRISBANE QLD 9000 | |

| QPS Incident Details | | | | | | | | |
|----------------------|--------------|--------------------|--------------------|------------------|------------------|-------------|--------------------|---------|
| Incident Ref No. | QPS No. | Incident From Date | Incident From Time | Incident To Date | Incident To Time | Affected By | Intoxication Level | Weapon |
| 50279 | QP1500262857 | 21-FEB-2015 | 23:30 | 22-FEB-2015 | 00:30 | Unknown | | Unknown |

Premises Relation:
 Occurred on licensed premises

Offence:
 [REDACTED]

Summary:
 [REDACTED]

Description:
 [REDACTED]

| Action Notes | | |
|--------------|---------------------|--|
| Date | Officer | Action Type |
| [REDACTED] | Bob BENNETT | File Notes |
| [REDACTED] | Rob GRIMMOND | Instruction |
| | ALBANY CREEK TAVERN | |
| | Bob | Please investigate with Glenn's safety investigation instructions and also review [REDACTED] |
| | Thanks | |
| | Rob | |



Investigation Running Sheet

| Breaches and Outcomes | | | |
|-----------------------|----------------|---------|-------------|
| Class | Type | Section | Description |
| | | | Sch 4/3/2 |
| Date | Recommendation | Outcome | Detail |
| | | | |
| Class | Type | Section | Description |
| | | | |
| Date | Recommendation | Outcome | Detail |
| | | | |

Please quote: **Sch 4/3/3 Sch 4/3/2**
Contact officer: Bob Bennett
Contact telephone: 30330012



Office of Liquor and Gaming Regulation
Department of
Justice and Attorney-General

The Directors
Australian Leisure and Hospitality Group Pty Limited
(Albany Creek Tavern)
PO Box 870
BULIMBA QLD 4171

Free Copy

Dear Sir/Madam

The Office of Liquor and Gaming Regulation (OLGR) received two liquor incident reports from the Queensland Police Service (QPS) regarding incidents at the Albany Creek Tavern, on the [redacted]

On receipt of these reports from QPS, Mr Bob Bennett of the OLGR contacted both [redacted] and [redacted] from ALH Group Pty Ltd to obtain further details of the incidents. Mr Bennett also outlined the QPS report and sought further information regarding the circumstances and any subsequent preventative measures implemented at the venue since these incidents.

In view of the circumstances surrounding these incidents, I wish to reinforce the legislative obligations placed upon licensees pursuant to section [redacted]

Section [redacted] requires that a licensee [redacted]

Section [redacted] provides that a person [redacted]

The above provision highlights the legislative responsibilities placed upon licensees and their staff to ensure [redacted]

Whilst I understand the nature of the circumstances surrounding the incident, you are reminded to ensure that all staff employed at the licensed premises are fully aware of the requirements of the Act at all times.

Office of Liquor and Gaming Regulation
33 Charlotte Street
BRISBANE QLD 4000
Locked Bag 180
CITY EAST QLD 4002

Telephone +61 7 3872 0999
Facsimile +61 7 3872 0998
Email olgrinfo@justice.qld.gov.au
Website www.olgr.qld.gov.au
ABN 13 846 673 994

If you require any further information in relation to this matter, please contact Mr Bob Bennett, Investigator, Office of Liquor and Gaming Regulation, Department of Justice and Attorney-General on 30330012.

Yours sincerely

MICHAEL SARQUIS
Executive Director
20/5/2015

Sch 4/3/3

From: Robert Grimmond
Sent: [redacted]
To: Leigh Schnitzerling
Cc: [redacted]
Subject: FW: Investigation created from QPS data

158170

Gday Leigh, could you pls reallocate this file to Bob Bennett with GT's safety investigations

Sch 4/3/2

Cheers

Rob Grimmond
A/Manager Investigations
Compliance Division
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 3224 2968
m: +61405440635
f: +61 7 3872 0827
e: robert.grimmond@justice.qld.gov.au

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

From: Cindy Liao
Sent: [redacted]
To: Robert Grimmond
Cc: Cindy Liao; [redacted]
Michael Gifford; [redacted] Bevan McCarrick; [redacted]
Subject: Investigation created from QPS data

| Manager | Site | Issue |
|------------|-----------------------------------|------------|
| [redacted] | Albany Creek Tavern, Albany Creek | [redacted] |

If you have any questions regarding the above please contact me via the details below.

Regards,

Cindy Liao
Analyst
Planning Unit
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General Locked Bag 180, City East Qld 4002
t: +61 7 3872 0925
f: +61 7 3872 0827
e: cindy.liao@justice.qld.gov.au

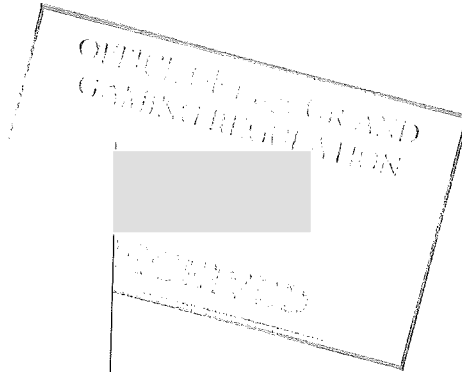
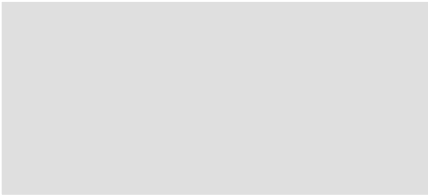
Customer Call Centre 13 74 68
www.justice.qld.gov.au

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au



ABN 37 067 391 511

8 May 2015



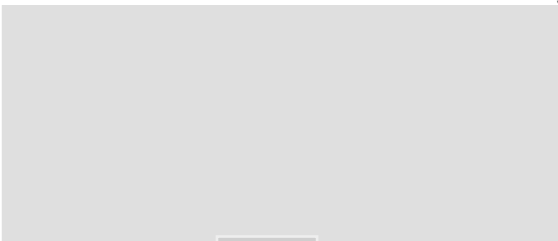
Incident or

regarding the Albany Creek Tavern ("the Tavern"), in which you are
as surrounding an incident that occurred at the Tavern or
at you have received information from Queensland Police

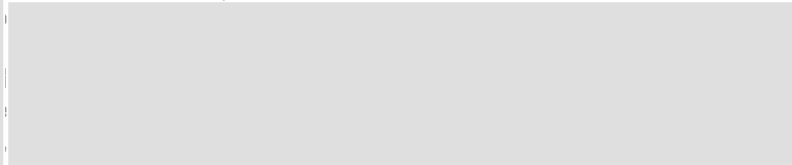
vide you with the following information:



Sch 4/3/2



As you would appreciate, we are committed to



Following supporting documentation:

- Crowd control register;
- Manager's Roster;



ABN 37 067 391 511

8 May 2015

Bob Bennett
Investigator
Office of Liquor and Gaming Regulation
Locked Bag 180
City East QLD 4002

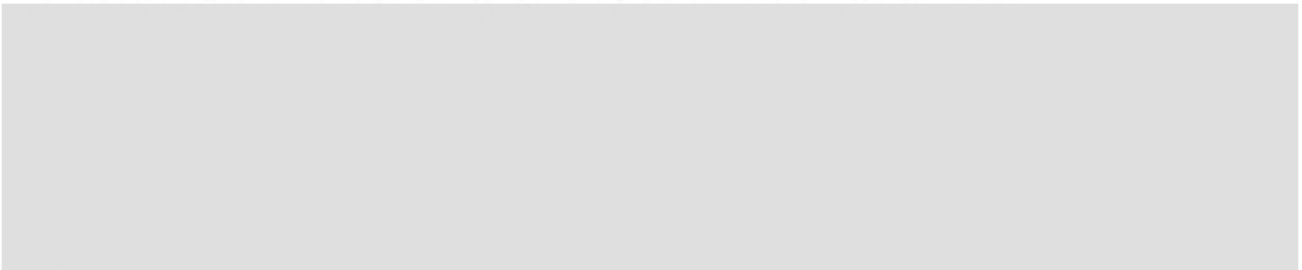


Dear Mr Bennett

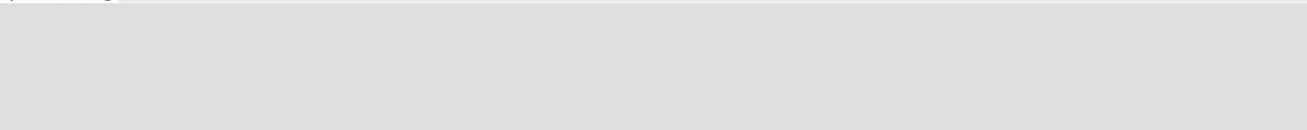
Albany Creek Hotel – Invitation to Respond - Sch 4/3/3 Sch 4/3/2

I refer to your email on [redacted] regarding the Albany Creek Tavern ("the Tavern"), in which you request information relating to the circumstances surrounding an incident that occurred at the Tavern on [redacted]. Specifically, I understand that you have received information from Queensland Police Service ("QPS") in relation to [redacted].

After investigating this incident I am able to provide you with the following information:



ALH finds this type of incident [redacted]. As you would appreciate, we are committed to providing [redacted]



Requested Information

As requested in your email, I attach the following supporting documentation:

- CCTV footage;
- Incident summary by [redacted]
- Incident summary by [redacted]
- Crowd control incident report;
- Crowd control register;
- Manager's Roster;

INCIDENT REPORT

No: 144017

Name of Business: ALBANY CREEK TAVERN Address of Business: 730 ALBANY CREEK ROAD, ALBANY CREEK State: QLD P/O: W.D.S.
Name of Officer: Sch 4/3/3 License Number: CCS Start of your Shift: End of your Shift: Badge Number:

DETAILS OF INCIDENT

Date of Event: Day of Event: Time of Event: Location of Incident:

WHICH OF THE FOLLOWING BEST DESCRIBES THE INCIDENT?

Sch 4/3/2

DESCRIPTION OF THE PERSONS INVOLVED

Person 4 - M/F Height cm - Build Hair Clothes Features Involvement

DETAILS OF WITNESS/ES (Please complete witness statement on additional paper if needed)

Name of Witness 1: Contact Number: Name of Witness 2: Contact Number:

FURTHER DETAILS OF THE EVENT OR COMPLAINT (Please use additional paper if needed)

Signature of Officer: Supervisor Signature: Venue Manager Signature: Date:

ALH GROUP

CROWD CONTROLLERS DAILY - COMMUNICATION BRIEFING SHEET

VENUE: ACT DAY: SAT DATE: 21-2-15 TIME: 1800

| | | |
|------------------------|------------------|------|
| Briefing Manager | Sch 4/3/3 | Sign |
| Security Supervisor | | Sign |
| Other Crowd Controller | | Sign |
| Other Crowd Controller | | Sign |
| Other Crowd Controller | | Sign |
| Other Crowd Controller | | Sign |
| Other Crowd Controller | | Sign |
| Other Crowd Controller | | Sign |

WHAT'S ON AROUND TOWN TODAY & TONIGHT

Sporting Events _____
Other Events _____

WHAT'S ON TONIGHT - HOTEL TRADING DETAILS

Bookings & numbers attending (functions, parties, etc.)
Sch 4/3/3

Entertainment & Promotions (Times, Departments, Areas, content)

Trading Times (Departments, closing down strategies)

ALBANY CREEK TAVERN

SECURITY INDUCTION PACK

NAME :

Sch 4/3/3

DATE: 16.05.14

I have read through the following Induction Pack.
I agree and understand the conditions contained within it
regarding to the following;

- Hotel Team
- Hours of Operation
- Hotel Liquor Licence
- House Policy
- Harassment Policy
- Tobacco Laws
- Smoking Management Plan
- Fire & Emergency Evacuation
- Bomb Threat
- Sharps Procedure

SIGNATURE

SIGNATURE OF INSTRUCTOR

NAME OF INSTRUCTOR

Crowd controllers Acknowledgement

Name **Sch 4/3/3** Licence Number [redacted] Valid to 04/05/15 ⁰²

That I have received read and understood the ALH Group Security Providers Standards and Security Incident Reporting Guidelines- Security Incident Reporting Guidelines. I understand my obligations to comply with the contents of this policy, Responsible Service Practices and the requirements under the applicable State Liquor Licensing and Security Providers Acts.

Signe [redacted] Date 16/05/14 Witnessed [redacted]

ALBANY CREEK TAVERN

SECURITY

INDUCTION PACK

NAME:

Sch 4/3/3

DATE: 24/10/2014

I have read through the following Induction Pack.
I agree and understand the conditions contained within it
regarding to the following;

- Hotel Team
- Hours of Operation
- Hotel Liquor Licence
- House Policy
- Harassment Policy
- Tobacco Laws
- Smoking Management Plan
- Fire & Emergency Evacuation
- Bomb Threat
- Sharps Procedure

SIGNATURE

SIGNATURE OF INSTRUCTOR

NAME OF INSTRUCTOR

ALBANY CREEK TAVERN

SECURITY

INDUCTION PACK

NAME :

Sch 4/3/3

DATE

I have read through the following Induction Pack.
I agree and understand the conditions contained within it
regarding to the following;

- Hotel Team
- Hours of Operation
- Hotel Liquor Licence
- House Policy
- Harassment Policy
- Tobacco Laws
- Smoking Management Plan
- Fire & Emergency Evacuation
- Bomb Threat
- Sharps Procedure

SIGNATURE

SIGNATURE OF INSTRUCTOR

NAME OF INSTRUCTOR

Investigation Running Sheet

| Investigation Details | | | |
|-----------------------|------------------------------|-------------------|-------------|
| File Ref No: | 158295 | Allocated: | 27-MAR-2015 |
| Inv. Type: | Critical Elements Inspection | Completed: | 31-MAR-2015 |
| Investigator: | Lauren NEDELKOVSKI | | |
| Office: | Brisbane Liquor | | |

| Allegation Details | |
|--------------------|---|
| Date | Description |
| 27-MAR-2015 | COVERT INSPECTION CONDUCTED - NIL BREACHES DETECTED |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|-----------------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Breaches and Outcomes | | | |
|-----------------------|----------------|--------------------|--------------------------|
| Class | Type | Section | Description |
| Licensed Premises | Compliance | NA | Compliance Investigation |
| Date | Recommendation | Outcome | Detail |
| 27-MAR-2015 | | No Breach Detected | |



SITE #: Sch 4/3/2

INVESTIGATION #:

Office of Liquor and Gaming Regulation - Investigation File

(This sheet is to remain at the front of the investigation file at all times)

Form with fields: NON-SITE Person/Org, SITE Premises, Licensee Name, Licence Number. Includes handwritten entries: 1209, Albany Creek Tavern, Australian Leisure & Hospitality Group.

Investigation Allocated on:

Main investigation checklist form with sections: LEG/CEG compliance, Warning/Infringement/Prosecution/Action, Investigation details, Final Outcome, Breaches Finalised, Register updated, Complainant advised, Other relevant parties advised.

Investigation Completed on:

Woods Hancock Investigator Date

Supervisor/Manager Date

RTI210271

File01

170



Investigation Running Sheet

Investigation Details

File Ref No: [REDACTED] Allocated: [REDACTED]
 Inv. Type: After Hours Inspection Completed: [REDACTED]
 Investigator: Noelis RHEAULT
 Office: Brisbane Liquor

Allegation Details

| Date | Description |
|-------------|--|
| 28-JUN-2015 | 8 POINT COMPLIANCE INSPECTION - [REDACTED] |

Defendant Details

| Type | Ref No. | Name |
|--------------|---------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

Site

Ref No: 1209
 Name: ALBANY CREEK TAVERN
 Licence: 79820 COMMERCIAL HOTEL

Action Notes

| Date | Officer | Action Type |
|--|----------------|-------------|
| 28-JUN-2015 | Noelis RHEAULT | File Notes |
| <p>PCO Oaten and PCO Rheault attended the premises for the purpose of an After Hours Inspection for an 8 point compliance. Venue Manager Sch 4/3/3 was present at the time of the inspection and provided assistance throughout.</p> <p>It was noted that OLGR had recently approved an extension of trading hours 10am - 3am Sunday - Monday. As a result an increased number of conditions are now associated to the licensee for the premises. This included the</p> <p>[REDACTED]</p> <p>Sch 4/3/2</p> <p>[REDACTED] advised that he intended to trade until 3am tonight.</p> <p>[REDACTED]</p> <p>Recommendation: [REDACTED]</p> | | |

Breaches and Outcomes

| Class | Type | Section | Description |
|------------|------------|------------|-------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

| Date | Recommendation | Outcome | Detail |
|------------|----------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |



Queensland
Government

Office of Liquor and Gaming Regulation

Department of
Justice and Attorney General

Please quote: 162385
Contact officer: Noelis Rheault
Contact telephone: 07 3224 7075

COPY

Albany Creek Tavern
PO Box 870
Bulimba QLD 4171

Dear Sir/Madam

Warning Letter – Albany Creek Tavern

On 28 June 2015, investigators from the Office of Liquor and Gaming Regulation (OLGR) attended Albany Creek Tavern to conduct a routine compliance inspection and spoke to Mr

Sch 4/3/3

Sch 4/3/2

In this regard, I would like to remind the licensee and management of your obligations under section [redacted] and [redacted] please refer to the enclosed legislation for details.

In this instance and after consideration into the aforementioned matter, the Licensee [redacted]

If you require any further information in relation to this matter, please contact Noelis Rheault, Compliance Officer, Office of Liquor and Gaming Regulation, Department of Justice and Attorney-General, on telephone number (07) 3224 7075.

Yours sincerely

MICHAEL SARQUIS
Executive Director
2/7/2015

Please quote: [REDACTED]
Contact officer: Noelis Rheault
Contact telephone: 07 3224 7075

Albany Creek Tavern
PO Box 870
Bulimba QLD 4171

Dear Sir/Madam

[REDACTED] – Albany Creek Tavern

On 28 June 2015, investigators from the Office of Liquor and Gaming Regulation (OLGR) attended Albany Creek Tavern to conduct a routine compliance inspection and spoke to Mr

Sch 4/3/3

[REDACTED]
Sch 4/3/2

[REDACTED] This was noted and addressed with [REDACTED]

In this regard, I would like to remind the licensee and management of your obligations under section [REDACTED] please refer to the enclosed legislation for details

In this instance and after consideration into the aforementioned matter, the Licensee is [REDACTED]
[REDACTED]

If you require any further information in relation to this matter, please contact Noelis Rheault, Compliance Officer, Office of Liquor and Gaming Regulation, Department of Justice and Attorney-General, on telephone number (07) 3224 7075.

Yours sincerely

MICHAEL SARQUIS
Executive Director
/ / 2015



SITE #: [REDACTED]

INVESTIGATION #: [REDACTED]

Office of Liquor and Gaming
Regulation - Investigation File

WRP
DATA INV

(This sheet is to remain at the front of the investigation file at all times)

| | |
|--------------------------------|-----------------------------------|
| NON-SITE Person/Org: | |
| SITE Premises: | ALBANY CREEK TAVERN |
| Licensee Name: | AUH Pty Ltd |
| Licence Number: | Licence No - [REDACTED] Sch 4/3/2 |

Investigation Allocated on: [REDACTED] Shelley

| | | |
|--|-----------------|----------------------------------|
| Has Liquor Enforcement Guideline (LEG) or Compliance Enforcement Guideline (CEG) (gaming only) been applied? | [REDACTED] | - reason outlined (commendation) |
| Is recommendation in line with LEG or CEG? | [REDACTED] | - reason outlined |
| Has Compliance Manual been applied? (list eDocs no. of Chapter/s applied) | Docs [REDACTED] | - reason outlined |

| | |
|--|------------------|
| Warning or Advisory letter sent to licensee / offender | Date: [REDACTED] |
| Infringement Notice/s issued | Date: [REDACTED] |
| Prosecution brief submitted | Date: [REDACTED] |
| Disciplinary Action memo submitted | Date: [REDACTED] |

| | |
|--|--------------------|
| All investigation details completed: <ul style="list-style-type: none"> File/action notes updated on COGS Attachments included on hard file All documents saved to eDocs & attached in COGS Reviewed breach/es against classification, INV type & Act reference & corrected where necessary Is case precedent applicable? | INV no. [REDACTED] |
|--|--------------------|

| | |
|--|------------------|
| "Final Outcome" and date completed in COGS (Liquor INV ONLY) | Date: [REDACTED] |
| "Breaches Finalised" box noted (Liquor INV ONLY) | Date: [REDACTED] |
| Register updated - Infringement / Intervention / Pros / DA / Show Cause / 111 variation / Insp referral / Glassing / Reviewable Matters / Telecommunications Searches) | Date: [REDACTED] |
| Complainant advised of result of investigation | Date: [REDACTED] |
| Other relevant parties advised of result of investigation (e.g. other OLGR region or unit / other govt agency etc) | Date: [REDACTED] |

Investigation Completed on: [REDACTED]

Howe Date [REDACTED]
Investigator

BSA Date [REDACTED]
Supervisor / Manager



Investigation Running Sheet

| Investigation Details | |
|-----------------------|---------------------|
| File Ref No: | [Redacted] |
| Inv. Type: | [Redacted] - Police |
| Investigator: | Shelley TOFILAU |
| Office: | Brisbane Liquor |
| Allocated: | [Redacted] |
| Completed: | [Redacted] |

| Allegation Details | |
|--------------------|-------------|
| Date | Description |
| | Sch 4/3/2 |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|----------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Complainant Details | | | |
|---------------------|------|---------|-------|
| Type | Name | Address | Phone |
| | | | |

| QPS Incident Details | | | | | | | | |
|----------------------|---------|--------------------|--------------------|------------------|------------------|-------------|--------------------|--------|
| Incident Ref No. | QPS No. | Incident From Date | Incident From Time | Incident To Date | Incident To Time | Affected By | Intoxication Level | Weapon |
| | | | | | | | | |

Premises Relation:
Occurred on licensed premises
Offence:

Summary:

| Action Notes | | |
|--------------|---------|-------------|
| Date | Officer | Action Type |
| | | Instruction |



Investigation Running Sheet

| Action Notes | | |
|--------------|--|-------------|
| Date | Officer | Action Type |
| | Shell | |
| | Please investigate in line with our adopted safety investigation procedures. | |
| 09-OCT-2015 | Thanks Shelley TOFILAU | File Notes |
| | I have reviewed this matter and believe it is not warranted to proceed with any further inquiries into this safety matter. | |
| | [Redacted] | |
| | Sch 4/3/2 | |
| 16-OCT-2015 | [Redacted] | |

Breaches and Outcomes

| Class | Type | Section | Description |
|------------|----------------|------------|-------------|
| [Redacted] | [Redacted] | [Redacted] | [Redacted] |
| Date | Recommendation | Outcome | Detail |
| [Redacted] | [Redacted] | [Redacted] | [Redacted] |



Site Profile Report

ALBANY CREEK TAVERN

(Site Reference: 1209)

Address: ALBANY CREEK ROAD ALBANY CREEK QLD 4035
Phone Number: 07 3264 1477
Site Type: Hotel **Latitude:** -27.345675
Latest Weekly Closing: 3:00 AM **Longitude:** 152.966238

Approval Details (Current Only):

| Approval Reference | Approval Type | Approval Status | Approval From Date |
|--------------------|------------------|-----------------|--------------------|
| 79820 | COMMERCIAL HOTEL | ISSUED | 01/01/2009 |

Property Description: LAND DESCRIBED AS LOT 5 ON RP 163039, COUNTY OF STANLEY, PARISH OF BUNYA.
Licensed Area (1): Premises situated on the corner of Albany Creek and Old Northern Roads, Albany Creek.
Licensed Area (2):

Approval Conditions (Current Approvals Only):

ALBANY CREEK TAVERN 1209

| Approval Reference | Endorsement From Date | Endorsement To Date | Endorsement Category | Endorsement Type | Endorsement Name | Endorsement Text |
|--------------------|-----------------------|---------------------|----------------------|------------------|------------------|--|
| 79820 | 26/06/2015 | | STANDARD | Permanent | LL308 | The licensee and approved manager/s must ensure closed-circuit television recordings required by the conditions of this Licence are kept in a secure place for [redacted] or where an incident occurs involving a patron being removed or a person being injured [redacted] and must be produced immediately on request by an investigator appointed under the Liquor Act 1992 |
| 79820 | 26/06/2015 | | STANDARD | Permanent | LL306 | The licensee and approved manager/s must ensure closed-circuit television equipment is operating and clearly recording all patrons Sch 4/3/2 |
| 79820 | 26/06/2015 | | STANDARD | Permanent | LL305 | The licensee and approved manager/s must ensure an incident register is maintained where written details of incidents that occur at the premises involving a patron being removed or a person being injured must be recorded and signed by all staff involved in the incident. For the purpose of this condition the details must include the date and time of the incident, where the incident occurred, full descriptions of persons involved (including names where obtainable) and reasons for their removal and any details of injuries incurred by any person. |
| 79820 | 26/06/2015 | | STANDARD | Permanent | LL302 | The licensee and approved manager/s must ensure [redacted] licensed under the Security Providers Act 1993 [redacted] |
| 79820 | 26/06/2015 | | STANDARD | Permanent | LL300 | The licensee and approved manager/s must ensure crowd controllers licensed under the Security Providers Act 1993 are employed in the following ratios at all times from [redacted] |

| Approval Reference | Endorsement From Date | Endorsement To Date | Endorsement Category | Endorsement Type | Endorsement Name | Endorsement Text |
|--------------------|-----------------------|---------------------|----------------------|------------------|------------------|---|
| | | | | | | Sch 4/3/2 |
| 79820 | 26/06/2015 | | STANDARD | Permanent | 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. |
| 79820 | 18/06/2009 | | STANDARD | Permanent | LL125 | Liquor may be sold for consumption off the main licensed premises in the course of the licensee providing catering services for a function to persons genuinely attending the function for consumption by those persons at the function. This approval is subject to the condition that liquor must not be sold to a person who is unduly intoxicated. Catering to public functions is subject to approval of a commercial public event permit. |
| 79820 | 18/06/2009 | | STANDARD | Permanent | LL004 | Liquor may not be sold for consumption off the licensed premises after |

Compliance Activity History (Last 6 Months Only):

ALBANY CREEK TAVERN 1209

| Activity Reference | Activity Start Date | Activity Completed Date | Activity Type | Breach Class | Allegation | Outcome |
|--------------------|---------------------|-------------------------|------------------------|------------------|-------------------------------|---------|
| | | | | | | |
| | | | After Hours Inspection | Unlawful Trading | 8 POINT COMPLIANCE INSPECTION | |
| | | | Audit | | N/A | N/A |

QPS Incident History (Last 6 Months Only):

ALBANY CREEK TAVERN 1209

| Incident From Date | Incident From Time | Incident Description | Offence | Intoxication Level | Violence Flag | Incident Category |
|--------------------|--------------------|----------------------|---------|--------------------|---------------|-------------------|
| | | | | | | |

Robert Grimmond

From: Sue Hayes
Sent: Friday, 4 September 2015 11:07 AM
To: Robert Grimmond
Cc: Glenn Tathem
Subject: FW: Investigations created from QPRIME data

Follow Up Flag: Follow up
Flag Status: Flagged

Hey Robbie,

As discussed for allocation to your team. Thanks heaps.

Sue Hayes
Principal 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 0905
f: +61 7 3872 0827
e: Sue.Hayes@justice.qld.gov.au

Customer Call Centre 13 74 68
www.business.qld.gov.au/liquor-gaming

The Office of Liquor and Gaming Regulation is committed to providing you with quality service
If you would like to provide feedback on the service you have received, please email
feedback@olgr.qld.gov.au

From: Trish Rohl
Sent: Thursday, 3 September 2015 5:06 PM
To: Jessica Kitching; Jack Killoran; Sue Hayes
Subject: FW: Investigations created from QPRIME data

FYI

From: Trish Rohl
Sent: Thursday, 3 September 2015 5:04 PM
To: Glenn Tathem; Norm Ferguson
Cc: Delia Atkinson; Isabel Tynan; Richard Harkin; Christopher Blackmur; Michael Nguyen; Michael Gifford; Bevan McCarrick; Tobyn Zubrinich; Rod Oaten; Esther Blest
Subject: Investigations created from QPRIME data

Good Afternoon,

Investigation Running Sheet

| Investigation Details | | | |
|-----------------------|--------------------|-------------------|-------------|
| File Ref No: | 166632 | Allocated: | 24-OCT-2015 |
| Inv. Type: | Reinspection Field | Completed: | 30-OCT-2015 |
| Investigator: | Noelis RHEAULT | | |
| Office: | Brisbane Liquor | | |

| Allegation Details | |
|--------------------|---|
| Date | Description |
| 25-OCT-2015 | COMPLIANCE REINSPECTION - NIL BREACHES IDENTIFIED |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|-----------------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Breaches and Outcomes | | | |
|-----------------------|----------------|--------------------|--------------------------|
| Class | Type | Section | Description |
| Licensed Premises | Compliance | NA | Compliance Investigation |
| Date | Recommendation | Outcome | Detail |
| 25-OCT-2015 | | No Breach Detected | |

Investigation Running Sheet

| Investigation Details | | | |
|-----------------------|-----------------------------|-------------------|-------------|
| File Ref No: | 166755 | Allocated: | 28-OCT-2015 |
| Inv. Type: | Risk Assessment Unmonitored | Completed: | 04-NOV-2015 |
| Investigator: | Ralph PETERSEN | | |
| Office: | Brisbane Liquor | | |

| Allegation Details | |
|--------------------|--|
| Date | Description |
| 28-OCT-2015 | RISK ASSESSMENT - EXTENDED HOURS PERMIT - TEMPORARY. |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|-----------------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Action Notes | | |
|--|----------------|-------------|
| Date | Officer | Action Type |
| 02-NOV-2015 | Ralph PETERSEN | File Notes |
| The premises has had Sch 4/3/2 no issues and a check of did not reveal any matters that wold prevent appraval of the application. | | |

| Breaches and Outcomes | | | |
|---------------------------------|----------------|--------------------|-------------------------------|
| Class | Type | Section | Description |
| Extended Hours Permit Temporary | Licensing | NA | Risk Assessment Investigation |
| Date | Recommendation | Outcome | Detail |
| 02-NOV-2015 | | Refer to Licensing | |

ACKNOWLEDGEMENT OF RECEIPT OF LETTER

It is hereby confirmed that Australian Leisure and Hospitality Group Pty Limited is in receipt of:-

06/01/17

Correspondence from the Office of Liquor and Gaming Regulation dated ~~1/2016~~ relating to Albany Creek Tavern.

Sch 4/3/3

Full Name:

Position Held:

ACTIVE STORE MANAGER

Signature: ...

Full Name:

Position Held:

Signature:

Full Name:

Position Held:

Signature:



SITE No. 1209

FRN _____

OFFICE OF LIQUOR AND GAMING REGULATION

Liquor inspection summary

NB. Please note instructions listed on back page to complete document completely and correctly

Name of premises
Albany Creek Tavern

Sch 4/3/3

Date: 28/6/15 Time in: 20:00 Time out: 20:40

| MANAGEMENT | Y | N |
|--|-------------------------------------|--------------------------|
| AM 1.readily available or present before midnight? OR 2. present after midnight? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Are AM's RMLV & RSA certificates current? | <input type="checkbox"/> | <input type="checkbox"/> |
| Licence document produced on request? | <input type="checkbox"/> | <input type="checkbox"/> |

| AFTER HOURS – 5 POINT COMPLIANCE CHECK | Y | N |
|---|--------------------------|--------------------------|
| Licence conditions | <input type="checkbox"/> | <input type="checkbox"/> |
| Compliant with statutory /imposed conditions? | <input type="checkbox"/> | <input type="checkbox"/> |

| 2. Patrons and RSA | Y | N |
|--|-------------------------------------|-------------------------------------|
| Patron behaviour & dispersal managed? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Any non-exempt minors on premises? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| ID checking procedures sufficient? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Sample of bar staff have current RSA cert? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Is free drinking water available? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Is RSA signage present in Bars? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Is advertising visible / audible externally? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Any comps involving rapid consumption | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

| 3. Fire safety | Y | N |
|---|-------------------------------------|--------------------------|
| Are the fire exits operational and unobstructed? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Fire equipment been inspected in last 6 mths? <u>March 15</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

| 4. Incident register / Crowd Controllers |
|--|
| a. Office of Fair Trading Security Provider checklist to be used in checking the Crowd Controllers and Incident Registers for referral to OFT with breaches. |
| b. If no Crowd Controllers employed, what procedures are in place to record incidents that have occurred at this venue? |

| 5. CCTV – BCC; where conditioned in regions | Y | N |
|---|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> |

Sch 4/3/2

GAMING

Out of scope

INTOXICATION – as part of Compliance inspection, attention MUST BE given to patron behaviour and indicia.

Have you identified any person you believe may be unduly intoxicated in the venue? Y N

If YES, choose from list below to best describe the indicia.

| Circle appropriate selections | | | | |
|-------------------------------|-----------------------|-----------------|---------------------------|--------------------------|
| Speech | Slurring Words | Incoherent | Rambling / unintelligible | Using a lot of profanity |
| Balance | Unsteady on feet | Cannot stand up | Cannot walk straight | Stumbling |
| Co-ordination | Cannot find own mouth | Dropping things | Cannot open doors | Fumbling change |
| Behaviour | Urinating | Bad tempered | Vomiting | Rude / Agressive |

When making observations of patrons within this venue, consider what the overall patron intoxication levels within the venue are.

- Select from one of the choices below that best describes the intoxication level you have observed at this premises.
- To do this, consider the intoxication indicia outlined above and the examples of the overall premises intoxication level described on the rear of this form

| CIRCLE ONE BELOW | | |
|---|--|------|
| Low | Medium | High |
| OVERALL PREMISES INTOXICATION LEVEL ADVISORY | | |
| LOW | No noticeable levels | |
| MEDIUM | Noticeable levels of intoxication but no undue intoxication | |
| | Small number of intoxicated persons being monitored by management to ensure no more alcohol consumed (displaying duty of care) | |
| HIGH | High numbers of heavy or undue intoxication. | |

| INSPECTION CONCLUSION | Y | N |
|--|-------------------------------------|--------------------------|
| Premises Compliant? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| *All breaches MUST be detailed over page | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Have identified issues / breaches been discussed with person in control? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Have you asked if there's anything else you can assist with? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Investigator/Inspector

Surname Officer 1: RITCHIE

Surname Officer 2: ATTEN

SIGNATURE

SITE No. _____

FRN _____

Sch 4/3/2

- (a) Complete for EVERY inspection, even if no breach is detected and file on the premise's file;
- (b) For internal use only – do not use as a 'spot warning'. Not to be left at the premises;
- (c) Note issues over page - if breaches or undue intoxication are identified for further investigation, evidence MUST be noted in Investigator's note book;
- (d) For areas not included in inspection or which don't apply to premises – rule out and insert N/A
- (e) To be used by officers inspecting premises as part of joint operation with Police even if Police officer takes lead on inspection.

Office of Liquor and Gaming Regulation

LIS (Critical Elements) Albany Creek Hotel

Sch 4/3/2

Liquor Inspection Summary Critical Elements Checklist

This checklist is used to determine if the licensee is demonstrating conformity with key indicators and sections of



Albany Creek Hot...
Liquor Act 1992 and Liquor Regulation 2002

| | |
|--------------|--|
| URN | 173571 |
| Licence No | 79820 |
| Site Name | ALBANY CREEK Hotel |
| Site Address | 730 ALBANY CREEK ROAD, ALBANY CREEK QLD 4035 |

Handwritten signature

| | |
|--|--|
| Individual Licensee / Approved Manager | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |
| Person Spoken To | Sch 4/3/3 |
| Position | |
| Phone | |

| | |
|----------|---------|
| Date | 3/04/16 |
| Time In | 24:00 |
| Time Out | 24:15 |

| PRE | PRE-INSPECTION INSTRUCTIONS |
|------|--|
| PRE1 | Using the BI Portal's Site Profile Dashboard, print a Site Profile Report for the site to be inspected and review the following: <ul style="list-style-type: none"> - Licence conditions (endorsements) - Any current temporary licence application approvals and RAMP - Compliance activity history and outcomes |
| PRE2 | Review relevant sections of the Act related to this activity type. |

| AC | LIQUOR COMPLIANCE | Result | Details |
|----|-------------------|--------|---------|
|----|-------------------|--------|---------|

Sch 4/3/2

Emma Rickuss

From: [redacted] Sch 4/3/3 @alhgroup.com.au>
Sent: Tuesday, 7 June 2016 2:21 PM
To: Sharon Chetham
Cc: [redacted] @alhgroup.com.au
Subject: Re: Albany Creek Tavern - [redacted]

Hi Sharon

In relation to the QPS' Liquor Incident Report ("LIR") below, I am advised that the Albany Creek Tavern has no record of the incident referred to.

[redacted]
Sch 4/3/2

It would appear from the LIR extract provided below, that the incident may not have occurred on the Tavern's premises.

Please let me know if you still require information, including, staff roster, training certificates, security register etc. for the date the incident is alleged to have occurred.

Kind Regards

[redacted]
Corporate Counsel
ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171
Direct Line: [redacted]
Mobile: [redacted]
Email: [redacted]

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 6 June 2016 at 12:14, Sharon Chetham <sharon.chetham@justice.qld.gov.au> wrote:

Good Afternoon [redacted]

Another one. Sorry.

OLGR have received information from the Queensland Police Service (QPS), regarding an alleged incident [redacted] t licensed premises Albany Creek Tavern.

The information relates to an alleged incident at about [redacted] Details as reported by the QPS are as follows:

[redacted]
Sch 4/3/2

To assist with my enquiries, I require the following documents/records to be supplied to me :

1. All closed-circuit television (CCTV) footage covering the areas, both inside of the premises specifically [redacted] and CCTV footage relevant to the abovementioned incident.
2. The name and contact details of the approved manager (person in control) at the time of the incident.
3. The names of all staff working at the premises at the time of the incident and in the 2 **hours leading** up to the incident and their contact details.
4. Any and all incident registers (or copies thereof) utilised by the premises, including but not limited to Security Providers Registers, for the trading periods of [redacted]

5. Any and all other records/documents in the premises' possession relevant to the subject incident.

6. Copies of RSA/RMLV training certificates of staff employed at the time of the incident.

The Licensee/Management of the Albany Creek Tavern is requested to provide a written submission regarding the above incident, particularly in regard to the quantity of liquor consumed by the persons involved in the incident, and any observations of their demeanour and interaction with staff of the premises, current processes in place to maintain a safe environment, and any improvements made as a result of the incident.

It would be appreciated if the documents/records could be supplied to me by no later than COB **Sch 4/3/2**

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

N log#inj dgv



Wlevsr#lxlxq

Investigator, Investigations Unit

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

P 07 3872 0865 F 07 3872 0827

sharon.chetham@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000

Locked Bag 180, City East, QLD 4002

Customer Call Centre 13 QGOV (13 74 68)

www.business.qld.gov.au/liquor-gaming

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

Emma Rickuss

From: Sharon Chetham
Sent: Friday, 1 July 2016 10:38 AM
To: [REDACTED] **Sch 4/3/3**
Subject: RE: Albany Creek Tavern - [REDACTED] **Sch 4/3/2**

H [REDACTED]

Just wondering if you could please let me know when I can expect the info from you in relation to the Albany Creek Hotel incident that occurred on [REDACTED]

Thanks.

Sharon Chetham
Investigations Unit
Office of Liquor and Gaming Regulations
Department of Justice and Attorney-General Locked Bag 180, City East Qld 4002
t: +61 7 3872 0865
e:Sharon.chetham@justice.qld.gov.au

Customer Call Centre 13 74 68
www.justice.qld.gov.au

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From: [REDACTED] [REDACTED]@alhgroup.com.au]
Sent: Monday, 6 June 2016 12:52 PM
To: Sharon Chetham <sharon.chetham@justice.qld.gov.au>
Subject: Re: Albany Creek Tavern - Incident on the [REDACTED]

Hi Sharon

That's Ok. I will investigate the incidents at Albany Creek Tavern and get back to you as soon as I can.

Kind Regards

[REDACTED]
Corporate Counsel
ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171
Direct Line: [REDACTED]
Mobile: [REDACTED]
Email [REDACTED]

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 6 June 2016 at 12:38, Sharon Chetham <sharon.chetham@justice.qld.gov.au> wrote:

Good Afternoon [REDACTED]

Another one... last one today.!

OLGR have received information from the Queensland Police Service (QPS), regarding an alleged incident on [REDACTED] t licensed premises Albany Creek Tavern.

The information relates to an alleged incident at about [REDACTED] on [REDACTED] Details as reported by the QPS are as follows:

To assist with my enquiries, I require the following documents/records to be supplied to me :

1. All closed-circuit television (CCTV) footage covering the areas, both inside of the premises specifically the bar area, and CCTV footage relevant to the abovementioned incident.
2. The name and contact details of the approved manager (person in control) at the time of the incident.
3. The names of all staff working at the premises at the time of the incident and in the 2 **hours leading** up to the incident and their contact details.
4. Any and all incident registers (or copies thereof) utilised by the premises, including but not limited to Security Providers Registers, for the trading periods of **Sch 4/3/2**
5. Any and all other records/documents in the premises' possession relevant to the subject incident.
6. Copies of RSA/RMLV training certificates of staff employed at the time of the incident.

The Licensee/Management of the Albany Creek Tavern is requested to provide a written submission regarding the above incident, particularly in regard to the quantity of liquor consumed by the persons involved in the incident, and any observations of their demeanour and interaction with staff of the premises, current processes in place to maintain a safe environment, and any improvements made as a result of the incident.

It would be appreciated if the documents/records could be supplied to me by no later than COB Friday [REDACTED]

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

N lqg#hjdugv



Wlevsr#lxlq

Investigator, Investigations Unit

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

P 07 3872 0865 F 07 3872 0827

sharon.chetham@justice.qld.gov.au

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Emma Rickuss

From: [redacted] Sch 4/3/3 @alhgroup.com.au
Sent: Friday, 1 July 2016 11:51 AM
To: Sharon Chetham
Subject: Re: Albany Creek Tavern - [redacted] Sch 4/3/2

Hi Sharon

It is No. 2 on my list at the moment. It should be next week.

Thanks

[redacted]
Corporate Counsel
ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171
Direct Line [redacted]
Mobile [redacted]
Email: [redacted]

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 1 July 2016 at 10:37, Sharon Chetham <sharon.chetham@justice.qld.gov.au> wrote:

Hi [redacted]

Just wondering if you could please let me know when I can expect the info from you in relation to the Albany Creek Hotel incident that occurred on [redacted]

Thanks.

Sharon Chetham

Investigations Unit

Office of Liquor and Gaming Regulations

Department of Justice and Attorney-General Locked Bag 180, City East Qld 4002

t: [+61 7 3872 0865](tel:+61738720865)

e: Sharon.chetham@justice.qld.gov.au

Customer Call Centre 13 74 68

www.justice.qld.gov.au

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From [redacted] @alhgroup.com.au]
Sent: Monday, 6 June 2016 12:52 PM
To: Sharon Chetham <sharon.chetham@justice.qld.gov.au>
Subject: Re: Albany Creek Tavern - [redacted]

Hi Sharon

That's Ok. I will investigate the incidents at Albany Creek Tavern and get back to you as soon as I can.

Kind Regards

Sch 4/3/3

Corporate Counsel

ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171

Direct Line: [REDACTED]

Mobile: [REDACTED]

Email [REDACTED]@alhgroup.com.au

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 6 June 2016 at 12:38, Sharon Chetham <sharon.chetham@justice.qld.gov.au> wrote:

Good Afternoon [REDACTED]

Another one... last one today.!

OLGR have received information from the Queensland Police Service (QPS), regarding an alleged incident on [REDACTED] at licensed premises Albany Creek Tavern.

The information relates to an alleged incident at about [REDACTED] Details as reported by the QPS are as follows:

Sch 4/3/2

To assist with my enquiries, I require the following documents/records to be supplied to me :

1. All closed-circuit television (CCTV) footage covering the areas, both inside of the premises specifically the bar area, and CCTV footage relevant to the abovementioned incident.
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4. Any and all incident registers (or copies thereof) utilised by the premises, including but not limited to Security Providers Registers, for the trading periods of [REDACTED]
5. Any and all other records/documents in the premises' possession relevant to the subject incident.
6. Copies of RSA/RMLV training certificates of staff employed at the time of the incident.

The Licensee/Management of the Albany Creek Tavern is requested to provide a written submission regarding the above incident, particularly in regard to the quantity of liquor consumed by the persons involved in the incident, and any observations of their demeanour and interaction with staff of the premises, current processes in place to maintain a safe environment, and any improvements made as a result of the incident.

It would be appreciated if the documents/records could be supplied to me by no later than COB Friday **Sch 4/3/2**

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

N lg#hjdgv



Wlevsr#lixleq

Investigator, Investigations Unit

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

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ABN 37 067 391 511

6 July 2016

By Email - sharon.chetham@justice.qld.gov.au
And Express Post

Sharon Chetham
Investigator
Office of Liquor and Gaming Regulation
Locked Bag 180
CITY EAST QLD 4002

Dear Sharon

Liquor Incident Report - Request for information - Albany Creek Tavern

We refer to your email dated 6 June 2016 regarding a liquor incident report ("LIR") at the [redacted]
Out of scope on 19 March 2016 ("Incident").

We have reviewed the matters raised in your correspondence and provide the following information to assist your investigation.

The Incident occurred at around [redacted]

Sch 4/3/2

Tavern's Response to the Incident

Sch 4/3/3 was given first aid and offered assistance by the Tavern's employees.

The venue had security employed on the night to maintain a safe environment [redacted]

Information Requested

We have **enclosed** the following information as requested:

1. CCTV footage (post-Incident);
2. A copy of incident report no. 55727; and
3. ALH Incident Report.

The employees on duty were:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Sch 4/3/3

The Venue Manager [Redacted] was the approved manager on duty the night of the Incident. He can be contacted on (07) 3264 1477.

RMLV/RSA certificates for the Tavern employees rostered on the evening of [Redacted] **Sch 4/3/2** are **enclosed**.

Please contact [Redacted] if you require any further information or if we can be of further assistance.

Yours sincerely [Signature]

[Redacted Signature Block]

Queensland State Manager

Phone: [Redacted]
Email: [Redacted]@alhgroup.com.au

Enc.

INCIDENT REPORT

No: 55727

Name of Business: ALBANY CREEK TAVERN Address of Business: 730 ALBANY CREEK ROAD State: QLD P/C: 4035
Name of Officer: Sch 4/3/3 License Number: CCS _____ Start of your Shift: _____ End of your Shift: _____ Badge Number: 4660

DETAILS OF INCIDENT

Date of Event: 14/03/16 Day of Event: SATURDAY Time of Event: 0030 Location of Incident: DOSA

Sch 4/3/2

DESCRIPTION OF THE PERSONS INVOLVED

(Please complete witness statement on additional paper if needed)

Name of Witness 1: _____ Contact Number: _____ Name of Witness 2: _____ Contact Number: _____

FURTHER DETAILS OF THE EVENT OR COMPLAINT (Please use additional paper if needed)

Completed : Enter New Public Liability Incident

Claim No

Clm Status

Property

Please select your Property by clicking on the above property icon box and lookup all 6 levels

Other Person Involved

Claimant

* Denote mandatory field.

Surname

Other Name (s)

Address Line 1

Address Line 2

Suburb

State Post Code

Email

Claimant Type

Claimant Gender

Birth Date

Home Phone

Mobile Phone

Fax Number

Incident

Inc Date **Select the calendar icon to specify Inc Date or enter with DDMMYYYY format.**

Incident Time

Age Grouping

Brief Description of Incident

Location of Incident

Floor Surface

Injury Type

Cause

Body Part

Side Injured

Action / Notes & the name and mobile phone number of the person entering this incident

Enviromental Condition

Record of Incident

Complaint Received

Via

**Injured taken by
Ambulance?**

**Licensed Hotels Only
- General Details**

**Licensed Hotels Only
- Security Details**

**Attachment/Image-
ID**

**Click here. One attachment only. Limit 10MB
in size**

Online Inc/Clm

Emma Rickuss

From: Robert Grimmond
Sent: Tuesday, 19 July 2016 11:31 AM
To: Gregory.ChristopherP@police.qld.gov.au
Cc: Jason Francis
Subject: Sch 4/3/2

Gday Chris, is there any further information available in relation to this incident from QPS that may assist the OLGR's investigations into whether the licensee has complied with its obligations in maintaining a safe environment?

Your assistance in this regard would be greatly appreciated.

Cheers



**Queensland
Government**

Rob Grimmond
A/Manager Investigations
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0893 M **Sch 4/3/3** F 07 3872 0827
robert.grimmond@justice.qld.gov.au

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From: Jason Francis
Sent: Tuesday, 19 July 2016 11:22 AM
To: Robert Grimmond <Robert.Grimmond@justice.qld.gov.au>
Subject: Sch 4/3/2

Hi Rob

I would like to request an update/outcome from police on the following investigation:

Sch 4/3/2

Kind regards



**Queensland
Government**

Jason Francis
Investigator, Investigations Unit
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0831 F 07 3872 0827

jason.francis@justice.qld.gov.au

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Emma Rickuss

From: Gregory.ChristopherP@police.qld.gov.au
Sent: Wednesday, 20 July 2016 2:28 PM
To: Robert Grimmond
Cc: Jason Francis
Subject: Sch 4/3/2

Hey Glenn,

I have perused the occurrence and the only update is that the complaint has been withdrawn. No further information has been provided apropos the incident, other than what has been provided below.

Regards,

Christopher Gregory



Sergeant 8639
Liquor Unit North Brisbane District
Queensland Police Service
Ground Floor Police Headquarters
200 Roma Street, Brisbane QLD 4000
Phone (07) 3364 3007 Mobile 0488 772 316 FAX (07) 3364 3090
[NBD Liquor Unit](#) [State Liquor Unit](#)

From: Robert Grimmond [mailto:Robert.Grimmond@justice.qld.gov.au]
Sent: Tuesday, 19 July 2016 11:31 AM
To: Gregory.ChristopherP[BR] <Gregory.ChristopherP@police.qld.gov.au>
Cc: Jason Francis <Jason.Francis@justice.qld.gov.au>
Subject: [REDACTED]

Gday Chris, is there any further information available in relation to this incident from QPS that may assist the OLGR's investigations into whether the licensee has complied with its obligations in maintaining a safe environment?

Your assistance in this regard would be greatly appreciated.

Cheers



Rob Grimmond
A/Manager Investigations
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0893 M 0405440635 F 07 3872 0827
robert.grimmond@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000
Locked Bag 180, City East, QLD 4002

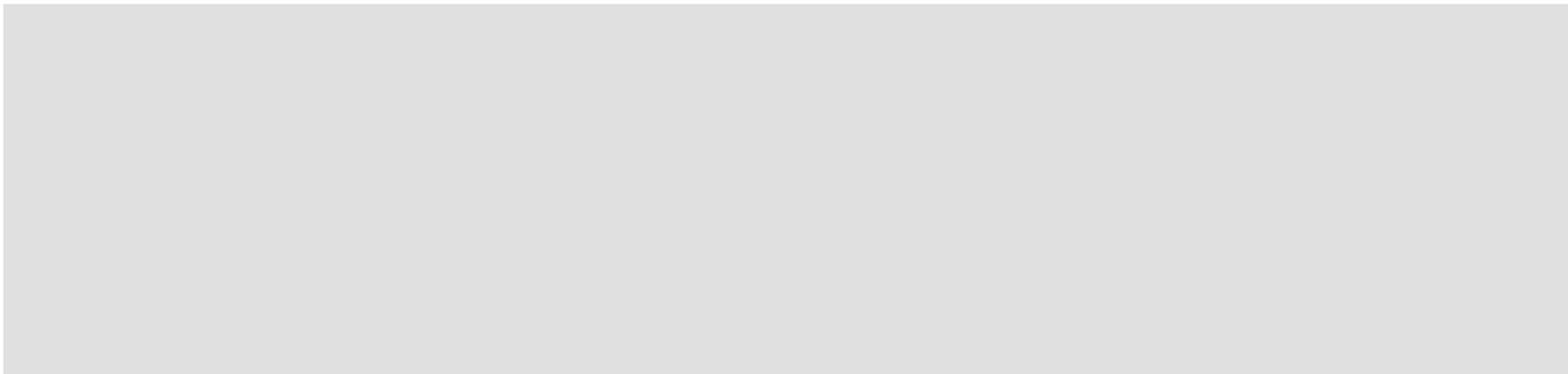
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From: Jason Francis
Sent: Tuesday, 19 July 2016 11:22 AM
To: Robert Grimmond <Robert.Grimmond@justice.qld.gov.au>
Subject: INV173851 [REDACTED]

Hi Rob

I would like to request an update/outcome from police on the following investigation:



Kind regards



Jason Francis
Investigator, Investigations Unit
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0831 F 07 3872 0827
jason.francis@justice.qld.gov.au
Level 5, 33 Charlotte Street, Brisbane QLD 4000
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SITE #: [REDACTED]

INVESTIGATION #: [REDACTED]

Office of Liquor and Gaming Regulation - Investigation File

QPRIME

(This sheet is to remain at the front of the investigation file at all times)

| | |
|----------------------|---------------------|
| NON-SITE Person/Org: | SAFETY |
| SITE Premises: | ALBANY CREEK TAVERN |
| Licensee Name: | ALH GROUP P/L |
| Licence Number: | Licence No - 79820 |

Investigation Allocated on: [REDACTED] Sch 4/3/2 Sharon JASON

| | | |
|--|--|--------------------------------|
| Has Liquor Enforcement Guideline (LEG) or Compliance Enforcement Guideline (CEG) (gaming only) been applied? | [REDACTED] | reason outlined (commendation) |
| Is recommendation in line with LEG or CEG? | [REDACTED] | reason outlined |
| Has Liq/Gaming Compliance Manual been applied? (list eDocs no. of Chapter/s or section/s applied) | eDocs <u>N/A</u> <u>NO OFFENCES</u> | reason outlined |
| Warning or Advisory letter sent to licensee / offender | Date: [REDACTED] | |
| Infringement Notice/s issued | Date: <u>N/A</u> | |
| Prosecution brief submitted | Date: _____ | |
| Disciplinary Action memo submitted | Date: _____ | |
| All investigation details completed: <ul style="list-style-type: none"> File/action notes updated on COGS Attachments included on hard file All documents saved to eDocs & attached in COGS Reviewed breach/es against classification, INV type & Act reference & corrected where necessary Is case precedent applicable? | INV no. _____ | |
| Outcome and date completed in COGS | Date: [REDACTED] | |
| "Breaches Finalised" box noted (Liquor INV ONLY) | Date: [REDACTED] | |
| Has a reinspection been triggered for warning and above | Date: _____ | |
| Register updated - Infringement / Intervention / Pros / DA / Show Cause / 111 variation / Insp referral / Glassing / Reviewable Matters / Telecommunications Searches) | Date: _____ | |
| Complainant advised of result of investigation | Date: <u>N/A RPS</u> | |
| Other relevant parties advised of result of investigation (e.g. other OLGR region or unit / other govt agency etc) | Date: _____ | |

Investigation Completed on: [REDACTED]

Investigator: [Signature] Date: [REDACTED]

Supervisor/Manager: [Signature] Date: [REDACTED]



Investigation Running Sheet

Investigation Details

File Ref No: [REDACTED] Allocated: [REDACTED]
 Inv. Type: Complaint - Police Completed: [REDACTED]
 Investigator: Jason FRANCIS
 Office: Brisbane Liquor

Allegation Details

| Date | Description |
|------------|-------------|
| [REDACTED] | [REDACTED] |

Defendant Details

| Type | Ref No. | Name |
|--------------|---------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

Site

Ref No: 1209
 Name: ALBANY CREEK TAVERN
 Licence: 79820 COMMERCIAL HOTEL

Complainant Details

| Type | Name | Address | Phone |
|--------------|---------------------------|--------------------------------|-------|
| Organisation | QUEENSLAND POLICE SERVICE | ROMA STREET, BRISBANE QLD 9000 | |

QPS Incident Details

| Incident Ref No. | QPS No. | Incident From Date | Incident From Time | Incident To Date | Incident To Time | Affected By | Intoxication Level | Weapon |
|------------------|------------|--------------------|--------------------|------------------|------------------|-------------|--------------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Premises Relation:

Occurred on licensed premises

Offence:

Summary:

Description:

Sch 4/3/2

Action Notes

| Date | Officer | Action Type |
|------------|------------|-------------|
| [REDACTED] | [REDACTED] | [REDACTED] |

Action Notes

| Date | Officer | Action Type |
|------|---------|-------------|
|------|---------|-------------|

| | | |
|-------------|----------------------------------|-------------|
| 11-APR-2016 | Sue HAYES ALBANY CREEK TAVERN | Instruction |
|-------------|----------------------------------|-------------|

Sch 4/3/2

Sharon

Please prepare an investigation plan and investigate in line with guidelines and procedures.

Thank you

| | | |
|-------------|----------------|------------|
| 08-JUN-2016 | SHARON CHETHAM | File Notes |
|-------------|----------------|------------|

Attachment is for another albany hotel matter [redacted] it was added to this investigation in error.

| | | |
|-------------|----------------|------------|
| 01-JUL-2016 | SHARON CHETHAM | File Notes |
|-------------|----------------|------------|

Further email sent to ALH chasing up information as requested on the [redacted] copy of email is attached. response from ALH received advising that I should receive information next week. - email attached.

| | | |
|-------------|----------------|------------|
| 15-JUL-2016 | SHARON CHETHAM | File Notes |
|-------------|----------------|------------|

Information received from [redacted] at ALH including CCTV footage regarding incident or [redacted] All information uploaded to edocs and CCTV footage in original file.

| | | |
|-------------|--------------|------------|
| 18-JUL-2016 | Rob GRIMMOND | File Notes |
|-------------|--------------|------------|

Jason. please note that this matter has been re-allocated to you [redacted] during handover that her file notes are up to date however there may be still outstanding actions/investigations to be conducted. Could you pls review file and progress investigation in line with our policies and procedures and any specific instructions provided. If you have any questions pls discuss with PI or MGR Inv.

Sch 4/3/3

| | | |
|-------------|---------------|------------|
| 19-JUL-2016 | Jason FRANCIS | File Notes |
|-------------|---------------|------------|

Received file.

Information has been received by ALH in relation to the LIR. Review and finalise.

| | | |
|-------------|---------------|------------|
| 19-JUL-2016 | Jason FRANCIS | File Notes |
|-------------|---------------|------------|

Email QPS [redacted] to request update/outcome of the police investigation in order to add to the original LIR. eDocs# 1608791

| | | |
|-------------|---------------|------------|
| 19-JUL-2016 | Jason FRANCIS | File Notes |
|-------------|---------------|------------|

Reviewed the information provided voluntarily by the licensee. The information includes a cover letter from [redacted] CCTV and incident report.

The alleged incident occurred [redacted] The CCTV provided commences when the alleged victim exits the venue and draws the security attention. Immediately security approach the victim and contact management and is seen to communicate with the alleged victim.

Venue's management stays with the alleged victim up and to the footage stops. It is evident that staff tried/attempted to administer first aid.

The footage provided no evidence that would suggest a safe environment wasn't maintained in and around the premises.

| | | |
|-------------|---------------|------------|
| 20-JUL-2016 | Jason FRANCIS | File Notes |
|-------------|---------------|------------|

Email received from [redacted] from police stating that the complaint has been withdrawn, police file closed.

eDocs# 1609220

| | | |
|-------------|---------------|------------|
| 27-JUL-2016 | Jason FRANCIS | File Notes |
|-------------|---------------|------------|

INVESTIGATION CONCLUSION

I have completed an investigation into an alleged safety related matter that occurred at the Albany Creek Tavern on [redacted] I have reviewed and considered the relevant legislation, as well as the relevant OLGR policies and procedures.

The investigation identified the following:

Date : [redacted]
Report Ref. : rcom_investigation_liq
User Ref. : GDTATH



Investigation Running Sheet

Action Notes

| Date | Officer | Action Type |
|-------------|--------------|--|
| | | Sch 4/3/2 |
| | | <p>No offences were identified and unlikely to surface in the near future as a result of this investigation, therefore with no enforcement action to be taken, the LEG?s do not apply. The investigation was conducted in line with relevant policies, procedures and instructions.</p> <p>Investigation plan hard copy has been completed and included in the file.</p> <p>Called and spoke with Sch 4/3/3 from ALH on [redacted] and advised the investigation is now finalised with no further action at this stage.</p> |
| 28-JUL-2016 | Glenn TATHEM | File Notes |
| | | Investigation has been reviewed and it is clear that there is no evidence of a breach and file can be closed accordingly. |

Breaches and Outcomes

| Class | Type | Section | Description |
|-------------|-------------------|-------------------|-------------|
| | | | |
| Date | Recommendation | Outcome | Detail |
| 27-JUL-2016 | Not Substantiated | Not Substantiated | No evidence |

eDocs # 1609220

Jason Francis

From: Gregory.ChristopherP@police.qld.gov.au
Sent: Wednesday, 20 July 2016 2:28 PM
To: Robert Grimmond
Cc: Jason Francis
Subject: **Sch 4/3/2** - Albany Creek Tavern [REDACTED]

Hey Glenn,

I have perused the occurrence and the only update is that the complaint has been withdrawn. No further information has been provided apropos the incident, other than what has been provided below.

Regards,

Christopher Gregory



Sergeant 8639
Liquor Unit North Brisbane District
Queensland Police Service
Ground Floor Police Headquarters
200 Roma Street, Brisbane QLD 4000
Phone (07) 3364 3007 Mobile 0488 772 316 FAX (07) 3364 3090
NBD Liquor Unit State Liquor Unit

From: Robert Grimmond [mailto:Robert.Grimmond@justice.qld.gov.au]
Sent: Tuesday, 19 July 2016 11:31 AM
To: Gregory.ChristopherP[BR] <Gregory.ChristopherP@police.qld.gov.au>
Cc: Jason Francis <Jason.Francis@justice.qld.gov.au>
Subject: [REDACTED] - Albany Creek Tavern [REDACTED]

Gday Chris, is there any further information available in relation to this incident from QPS that may assist the OLGR's investigations into whether the licensee has complied with its obligations in maintaining a safe environment?

Your assistance in this regard would be greatly appreciated.

Cheers



Rob Grimmond
A/Manager Investigations
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0893 M 0405440635 F 07 3872 0827
robert.grimmond@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000
Locked Bag 180, City East, QLD 4002

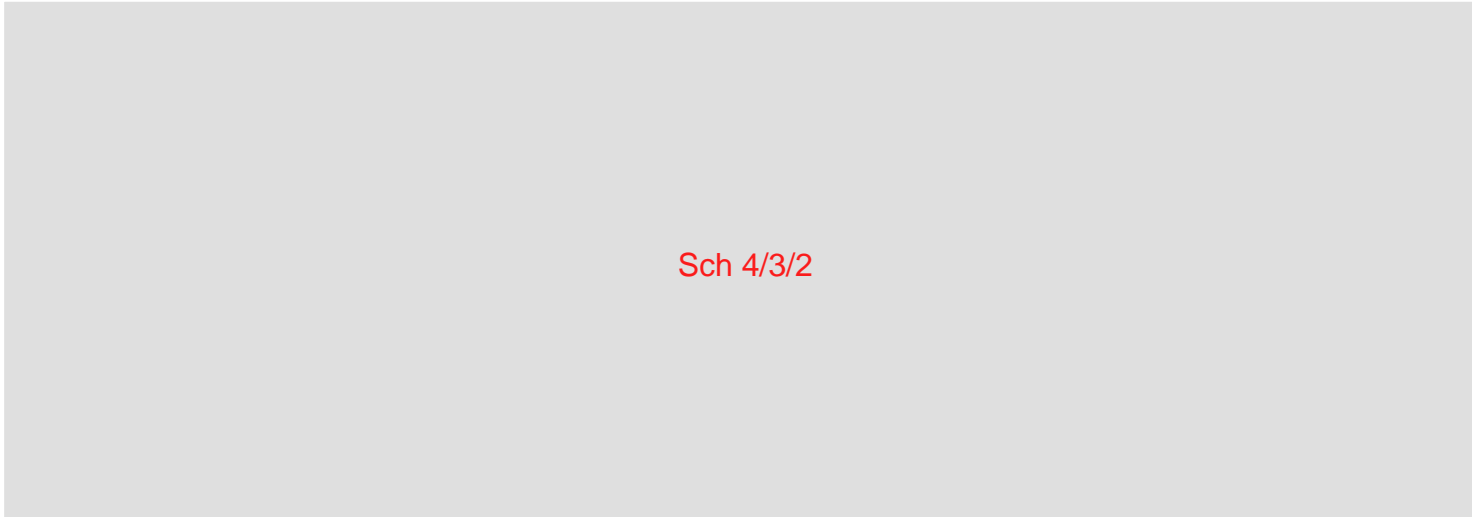
Customer Call Centre 13 QGOV (13 74 68)
www.business.qld.gov.au/liquor-gaming

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From: Jason Francis
Sent: Tuesday, 19 July 2016 11:22 AM
To: Robert Grimmond <Robert.Grimmond@justice.qld.gov.au>
Subject: [REDACTED] Albany Creek Tavern [REDACTED]

Hi Rob

I would like to request an update/outcome from police on the following investigation:



Sch 4/3/2

The OLGR is investigation whether the licensee has maintained a safe environment and would welcome any additional information from the police investigation that could added to the above MO.

Kind regards



Jason Francis
Investigator, Investigations Unit
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0831 F 07 3872 0827
jason.francis@justice.qld.gov.au
Level 5, 33 Charlotte Street, Brisbane QLD 4000
Locked Bag 180, City East, QLD 4002

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www.business.qld.gov.au/liquor-gaming

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edocs # 16087911

Jason Francis

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Sent: Tuesday, 19 July 2016 11:31 AM
To: Gregory.ChristopherP@police.qld.gov.au
Cc: Jason Francis
Subject: Sch 4/3/2 Albany Creek Tavern

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Your assistance in this regard would be greatly appreciated.

Cheers



Queensland
Government

Rob Grimmond
A/Manager Investigations
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

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robert.grimmond@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000
Locked Bag 180, City East, QLD 4002

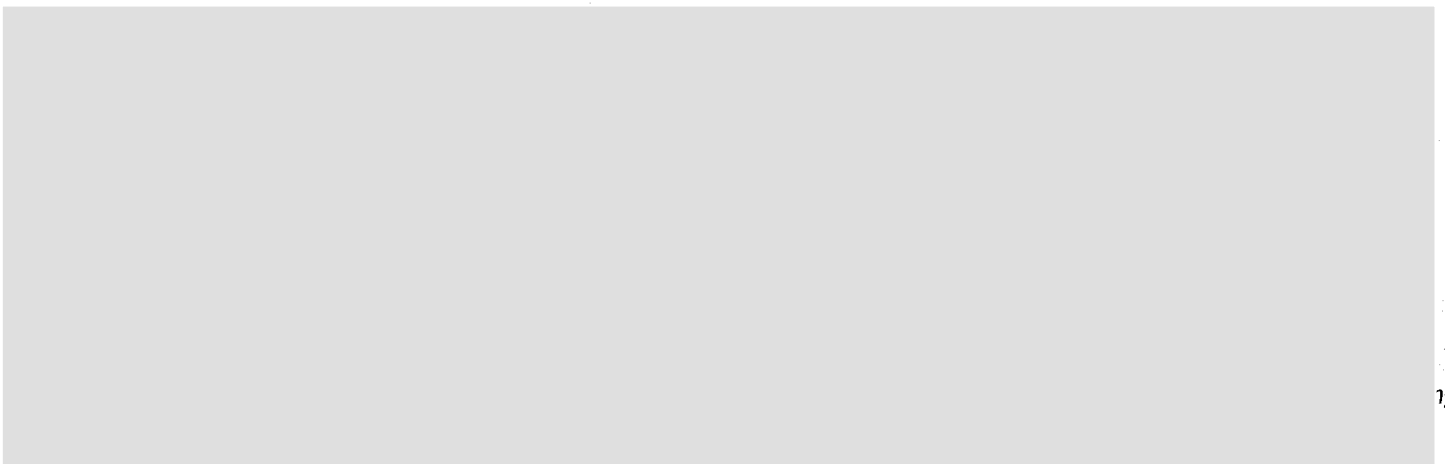
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Subject: Albany Creek Tavern

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The OLGR is investigation

Kind regards



Jason Francis
Investigator, Investigations Unit
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General
P 07 3872 0831 F 07 3872 0827
jason.francis@justice.qld.gov.au
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CONFIDENTIAL
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Sharon Chetham

From: [redacted] Sch 4/3/3 @alhgroup.com.au
Sent: Friday, 1 July 2016 11:51 AM
To: Sharon Chetham
Subject: Re: Albany Creek Tavern - [redacted] Sch 4/3/2

adhes
#1605295

Hi Sharon

It is No. 2 on my list at the moment. It should be next week.

Thanks

[redacted]
Corporate Counsel
ALH Group Pty Ltd
Level 1, 152 Oxford Street, Bulimba QLD 4171
Direct Line: [redacted]
Mobile: [redacted]
Email: [redacted]@alhgroup.com.au
Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 1 July 2016 at 10:37, Sharon Chetham <sharon.chetham@justice.qld.gov.au> wrote:

Hi [redacted]

Just wondering if you could please let me know when I can expect the info from you in relation to the Albany Creek Hotel incident that occurred on [redacted]

Thanks.

Sharon Chetham
Investigations Unit
Office of Liquor and Gaming Regulations
Department of Justice and Attorney-General Locked Bag 180, City East Qld 4002
t: [+61 7 3872 0865](tel:+61738720865)
e: Sharon.chetham@justice.qld.gov.au

www.justice.qld.gov.au

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@olgr.qld.gov.au

From: [REDACTED] [\[REDACTED\]@alhgroup.com.au](mailto:[REDACTED]@alhgroup.com.au)
Sent: Monday, 6 June 2016 12:52 PM
To: Sharon Chetham <sharon.chetham@justice.qld.gov.au>
Subject: Re: Albany Creek Tavern - [REDACTED] **Sch 4/3/2**

Hi Sharon

That's Ok. I will investigate the incidents at Albany Creek Tavern and get back to you as soon as I can.

Kind Regards

[REDACTED]
Corporate Counsel

ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171
Direct Line [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]@[alhgroup.com.au](mailto:[REDACTED]@alhgroup.com.au)

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 6 June 2016 at 12:38, Sharon Chetham <sharon.chetham@justice.qld.gov.au> wrote:

Good Afternoon [REDACTED]

Another one... last one today.!

OLGR have received information from the Queensland Police Service (QPS), regarding an alleged incident on [REDACTED] at licensed premises Albany Creek Tavern.

The information relates to an alleged incident at about [REDACTED]
[REDACTED] Details as reported by the QPS are as follows:

Sch 4/3/2

To assist with my enquiries, I require the following documents/records to be supplied to me :

1. All closed-circuit television (CCTV) footage covering the areas, both inside of the premises specifically the bar area, and CCTV footage relevant to the abovementioned incident.
2. The name and contact details of the approved manager (person in control) at the time of the incident.
3. The names of all staff working at the premises at the time of the incident and in the 2 **hours leading up** to the incident and their contact details.
4. Any and all incident registers (or copies thereof) utilised by the premises, including but not limited to Security Providers Registers, for the trading periods of [REDACTED]
5. Any and all other records/documents in the premises' possession relevant to the subject incident.

6. Copies of RSA/RMLV training certificates of staff employed at the time of the incident.

The Licensee/Management of the Albany Creek Tavern is requested to provide a written submission regarding the above incident, particularly in regard to the quantity of liquor consumed by the persons involved in the incident, and any observations of their demeanour and interaction with staff of the premises, current processes in place to maintain a safe environment, and any improvements made as a result of the incident.

It would be appreciated if the documents/records could be supplied to me by no later than COB

Sch 4/3/2

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

Kind regards



Sharon Chetham

Investigator, Investigations Unit

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

P 07 3872 0865 F 07 3872 0827

sharon.chetham@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000

Locked Bag 180, City East, QLD 4002

er Call Centre 13 QGOV (13 74 68)

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It would be appreciated if the documents/records could be supplied to me by no later than COB [REDACTED]

Sch 4/3/2

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

Kind regards



Queensland
Government

Sharon Chetham

Investigator, Investigations Unit

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

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Customer C:

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Sharon Chetham

From: Sharon Chetham
Sent: Friday, 1 July 2016 10:38 AM
To: [redacted] Sch 4/3/3 [redacted] Sch 4/3/2
Subject: RE: Albany Creek Tavern - [redacted]

Hi [redacted]

Just wondering if you could please let me know when I can expect the info from you in relation to the Albany Creek Hotel incident that occurred on 19 March.

Thanks.

Sharon Chetham
Investigations Unit
Office of Liquor and Gaming Regulations
Department of Justice and Attorney-General Locked Bag 180, City East Qld 4002
t: +61 7 3872 0865
e: Sharon.chetham@justice.qld.gov.au

Customer Call Centre 13 74 68
www.justice.qld.gov.au

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From: [redacted] [mailto:[redacted]@alhgroup.com.au]
Sent: Monday, 6 June 2016 12:52 PM
To: Sharon Chetham <sharon.chetham@justice.qld.gov.au>
Subject: Re: Albany Creek Tavern - [redacted]

Hi Sharon

That's Ok. I will investigate the incidents at Albany Creek Tavern and get back to you as soon as I can.

Kind Regards

[redacted]
Corporate Counsel
ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171

Direct Line: [redacted]

Mobile: [redacted]

Email: [redacted]@alhgroup.com.au

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

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Good Afternoon [redacted]

Another one... last one today.!

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The information relates to an alleged incident at about [REDACTED]
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4. Any and all incident registers (or copies thereof) utilised by the premises including but not limited to Security Providers Registers, for the trading periods of [REDACTED]

Sharon Chetham

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Sent: Monday, 6 June 2016 12:52 PM
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The information relates to an alleged incident at about [redacted]
[redacted] Details as reported by the QPS are as follows:

[redacted]
Sch 4/3/2

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4. Any and all incident registers (or copies thereof) utilised by the premises, including but not limited to Security Providers Registers, for the trading periods of [REDACTED]
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The Licensee/Management of the Albany Creek Tavern is requested to provide a written submission regarding the above incident, particularly in regard to the quantity of liquor consumed by the persons involved in the incident, and any observations of their demeanour and interaction with staff of the premises, current processes in place to maintain a safe environment, and any improvements made as a result of the incident.

It would be appreciated if the documents/records could be supplied to me by no later than COB Friday [REDACTED]

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

Kind regards



Queensland
Government

Sharon Chetham

Investigator, Investigations Unit

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

P 07 3872 0865 F 07 3872 0827

sharon.chetham@justice.qld.gov.au

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| | | |
|---|---|---|
| Site Reference 1209 | Activity Classification None | Financial Year Completed 2014/2015, 2015/2016 |
| Site Name None | Activity Type None | |
| Site Type None | Act Name Liquor Act 1992 | |
| Approval Type None | Act Section Sch 4/3/2 | |
| Licensee Reference Number None | Office None | |
| Registered Address Suburb None | Compliance Region None | |
| Registered Address Postcode None | Officer None | |
| LGA Region None | Liquor Enforcement Action Flag None | |
| Latest Liquor Weekly Close Time Between None - None | Outcome None | |

Compliance History

| Site Name | Activity Completed Date | Activity Reference | Approval Holder Reference | Approval Holder Name | Activity Type | Activity Classification | Allegation Date | Act Name | Breach Name | Act Section | Outcome | Officer |
|-----------|-------------------------|--------------------|---------------------------|----------------------|---------------|-------------------------|-----------------|----------|-------------|-------------|---------|---------|
|-----------|-------------------------|--------------------|---------------------------|----------------------|---------------|-------------------------|-----------------|----------|-------------|-------------|---------|---------|

| | | | | | | | | | | | | |
|------------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| [Redacted Compliance History Data] | | | | | | | | | | | | |
|------------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|



SITE #: Sch 4/3/2
INVESTIGATION #: [REDACTED]

Office of Liquor and Gaming Regulation - Investigation File **PRIME**

(This sheet is to remain at the front of the investigation file at all times) **INV**

| | |
|--------------------------------|-------------------------|
| NON-SITE Person/Org: | [REDACTED] |
| SITE Premises: | ALBANY CREEK TAVERN |
| Licensee Name: | ALH GROUP PTY LTD |
| Licence Number: | Licence No - [REDACTED] |

Investigation Allocated on: [REDACTED]

Sharon

| | | |
|--|------------------|-------------------------|
| Has Liquor Enforcement Guideline (LEG) or Compliance Enforcement Guideline (CEG) (gaming only) been applied? | [REDACTED] | son outlined (mendment) |
| Is recommendation in line with LEG or CEG? | [REDACTED] | son outlined |
| Has Liq/Gaming Compliance Manual been applied? (list eDocs no. of Chapter/s or section/s applied) | eDocs [REDACTED] | son outlined |
| Warning or Advisory letter sent to licensee / offender | Date: _____ | |
| Infringement Notice/s issued | Date: _____ | |
| Prosecution brief submitted | Date: _____ | |
| Disciplinary Action memo submitted | Date: _____ | |
| All investigation details completed: <ul style="list-style-type: none"> File/action notes updated on COGS Attachments included on hard file All documents saved to eDocs & attached in COGS Reviewed breach/es against classification, INV type & Act reference & corrected where necessary Is case precedent applicable? | INV no. _____ | |
| Outcome and date completed in COGS | Date: _____ | |
| "Breaches Finalised" box noted (Liquor INV ONLY) | Date: _____ | |
| Has a reinspection been triggered for warning and above | Date: _____ | |
| Register updated - Infringement / Intervention / Pros / DA / Show Cause / 111 variation / Insp referral / Glassing / Reviewable Matters / Telecommunications Searches) | Date: _____ | |
| Complainant advised of result of investigation | Date: _____ | |
| Other relevant parties advised of result of investigation (e.g. other OLGR region or unit / other govt agency etc) | Date: _____ | |

Investigation Completed on: [REDACTED]

Investigator: [Signature] Date: [REDACTED]

Supervisor/Manager: [Signature] Date: [REDACTED]

on Chetham

alhs 4/15/16

From: Sharon Chetham
Sent: Monday, 6 June 2016 12:14 PM
To: [redacted] Sch 4/3/3
Cc: [redacted]@alhgroup.com.au
Subject: Albany Creek Tavern - [redacted] Sch 4/3/2

Good Afternoon [redacted]

Another one. Sorry.

OLGR have received information from the Queensland Police Service (QPS), regarding an alleged incident of [redacted] at licensed premises Albany Creek Tavern.

The information relates to an alleged incident at about [redacted] Details as reported by the QPS are as follows:

[redacted]

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Kind regards



**Queensland
Government**

Sharon Chetham

Investigator, Investigations Unit

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

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sharon.chetham@justice.qld.gov.au

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Schnitzerling

From: Glenn Tathem
Sent: Tuesday, 19 April 2016 3:13 PM
To: Leigh Schnitzerling
Cc: Sue Hayes; Shelley Tofilau
Subject: FW: Investigations Created From QPS Data

Hey Lil

Some more reallocations

Cheers

GT

Kind regards,



Queensland
Government

Glenn Tathem
Manager Compliance - Investigations
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0893 F 07 3872 0827
glenn.tathem@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000
Locked Bag 180, City East, QLD 4002

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www.business.qld.gov.au/liquor-gaming

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From: Cindy Liao
Sent: Friday, 15 April 2016 7:46 AM
To: Glenn Tathem <Glenn.Tathem@justice.qld.gov.au>; Norm Ferguson <Norm.Ferguson@justice.qld.gov.au>; David Chaffey <David.Chaffey@justice.qld.gov.au>
Cc: Jack Killoran <Jack.Killoran@justice.qld.gov.au>; Virginia Jones <Virginia.Jones@justice.qld.gov.au>; Cindy Liao <Cindy.Liao@justice.qld.gov.au>; Delia Atkinson <Delia.Atkinson@justice.qld.gov.au>; Torrance Descovich <torrance.descovich@justice.qld.gov.au>; Tobby Zubrinich <Tobby.Zubrinich@justice.qld.gov.au>; Lindsay Descovich <Lindsay.Descovich@justice.qld.gov.au>; Christopher Blackmur <Christopher.Blackmur@justice.qld.gov.au>; Michael Gifford <Michael.Gifford@justice.qld.gov.au>; Brad Wirth <Brad.Wirth@justice.qld.gov.au>
Subject: FW: Investigations Created From QPS Data

Out of scope

Out of scope

Compliance Region BRISBANE Officer Glenn TATHEM

| FRN | Site Name/Ref | Suburb | Incident | Allegation |
|-----------|---------------|--------|----------|------------|
| Sch 4/3/2 | | | | |

Compliance Region BRISBANE SOUTH COAST

out of scope

Office of Liquor and Gaming Regulation

Albany Creek Tavern 1209: LIS (Exc AEP) Checklist

Liquor Inspection Summary (Exc AEP) Checklist V1.01E

This checklist is used to determine if the licensee is demonstrating conformity with key indicators and sections of Liquor Act 1992, Liquor Regulation 2002, Gaming Machine Act 1991 and Gaming Machine Regulation 2001

| | |
|--------------|--|
| FRN | 175531 |
| Licence No | 79820 |
| Site Name | Albany Creek Tavern |
| Site Address | Albany Creek Road, Albany Creek QLD 4035 |

| | |
|--|--|
| Individual Licensee / Approved Manager | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |
| Person Spoken To | Sch 4/3/3 |
| Position | |
| Phone | |



Albany
Creek lic



Albany
Creek SP

| | |
|----------|------------|
| Date | 13/05/2016 |
| Time In | 19:55 |
| Time Out | 20:35 |

| PRE | PRE-INSPECTION INSTRUCTIONS |
|------|--|
| PRE1 | Using the BI Portal's Site Profile Dashboard, print a Site Profile Report for the site to be inspected and review the following: <ul style="list-style-type: none"> - Licence conditions (endorsements) - Any current temporary licence application approvals and RAMP - Compliance activity history and outcomes |
| PRE2 | Review relevant sections of the Act related to this activity type. |

| GO | GENERAL OBSERVATIONS | Result | Details |
|----|----------------------|------------|---|
| | | Select one | Provide details, including licence condition numbers as listed on licence if applicable |

Investigation Running Sheet

Investigation Details

File Ref No: [REDACTED]
Inv. Type: Targeted Inspection
Investigator: Alex KIRBY
Office: Brisbane Liquor

Allocated: [REDACTED]
Completed: [REDACTED]

Allegation Details

| Date | Description |
|------|-------------|
| | Sch 4/3/2 |

Defendant Details

| Type | Ref No. | Name |
|--------------|---------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

Site

Ref No: 1209
Name: ALBANY CREEK TAVERN
Licence: 79820 COMMERCIAL HOTEL

Action Notes

| Date | Officer | Action Type |
|---|------------|-------------|
| 28-MAY-2016 | Alex KIRBY | File Notes |
| Mystery Shopper Program 2016 ? OLGR Officer Summary of events SITE NAME: Albany Creek Tavern OFFICERS: Rheault and Kirby TIME IN: 22:05 TIME OUT: 22:30 [REDACTED] OUT OF 5, HOW BELIEVABLE WAS THE ACTOR'S PERFORMANCE [REDACTED] [REDACTED] REASON FOR SCORE (SIGNS DISPLAYED ETC): [REDACTED] COMMENTS ON OBSERVED [REDACTED] [REDACTED] COMMENTS ON [REDACTED] [REDACTED] DETAILS OF ANY [REDACTED] [REDACTED] | | |

Breaches and Outcomes

| Class | Type | Section | Description |
|------------|------------|------------|-------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

| Date | Recommendation | Outcome | Detail |
|------------|----------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Investigation Running Sheet

Investigation Details

File Ref No: 178418 **Allocated:** 16-JUL-2016
Inv. Type: Critical Elements Inspection **Completed:** 09-AUG-2016
Investigator: Wayne MORTENSEN
Office: Brisbane Liquor

Allegation Details

| Date | Description |
|-------------|-------------------|
| 17-JUL-2016 | TAFV - NIL ISSUES |

Defendant Details

| Type | Ref No. | Name |
|--------------|---------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

Site

Ref No: 1209
Name: ALBANY CREEK TAVERN
Licence: 79820 COMMERCIAL HOTEL

Breaches and Outcomes

| Class | Type | Section | Description |
|-------------------|--------------------|--------------------|--------------------------|
| Licensed Premises | Compliance | NA | Compliance Investigation |
| Date | Recommendation | Outcome | Detail |
| 17-JUL-2016 | No Breach Detected | No Breach Detected | |

Emma Rickuss

From: Tony Johnson
Sent: Wednesday, 21 September 2016 9:17 AM
To: Glenn Tathem
Subject: Information sought.

Good Morning Glenn,

I have been allocated an investigation [redacted] relating to a QPS report of minor on premises – [redacted] refers.

The information provided below, [redacted]

Sch 4/3/2

As per our current protocols could I ask you to forward this inquiry to the OIC of NBDLU to confirm if this area (Albany Creek) is part of their jurisdiction and if so, can they advise [redacted]

Regards



Tony Johnson
Investigator
Investigations Branch
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

E Tony.Johnson@justice.qld.gov.au
P (07) 3872 0865
F (07) 3872 0827
Locked Bag 180, City East, Brisbane QLD 4002
Customer Call Centre 13 74 68

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

Emma Rickuss

From: Glenn Tathem
Sent: Wednesday, 21 September 2016 9:41 AM
To: Gregory.ChristopherP@police.qld.gov.au
Cc: Shelley Tofilau; Tony Johnson
Subject: FW: Information sought.

Good morning Chris

Just seeking confirmation in relation to the below-mentioned incident [redacted] **Sch 4/3/2**

Thanks

Glenn

Kind regards,



Glenn Tathem
Manager Compliance - Investigations
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0893 F 07 3872 0827
glenn.tathem@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000
Locked Bag 180, City East, QLD 4002

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

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From: Tony Johnson
Sent: Wednesday, 21 September 2016 9:17 AM
To: Glenn Tathem <Glenn.Tathem@justice.qld.gov.au>
Subject: Information sought.

Good Morning Glenn,

I have been allocated an investigation [redacted] relating to a QPS report of minor on premise [redacted] efers.

The information provided below, [redacted]

[redacted]

As per our current protocols could I ask you to forward this inquiry to the OIC of NBDLU to confirm if this area (Albany Creek) is part of their jurisdiction and if so, can they advise [redacted]

Regards



Tony Johnson
Investigator
Investigations Branch
Office of Liquor and Gaming Regulation
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Emma Rickuss

From: Gregory.ChristopherP@police.qld.gov.au
Sent: Wednesday, 21 September 2016 11:30 AM
To: Glenn Tathem
Cc: Shelley Tofilau; Tony Johnson
Subject: RE: Information sought.

Glenn,
I can confirm [redacted] **Sch 4/3/2** or is any NBDLU investigation underway.

Regards,
Christopher Gregory



Sergeant 8639
Liquor Unit North Brisbane District
Queensland Police Service
Ground Floor Police Headquarters
200 Roma Street, Brisbane QLD 4000
Phone (07) 3364 3007 Mobile 0488 772 316 FAX (07) 3364 3090
[NBD Liquor Unit](#) [State Liquor Unit](#)

From: Glenn Tathem [mailto:Glenn.Tathem@justice.qld.gov.au]
Sent: Wednesday, 21 September 2016 9:41 AM
To: Gregory.ChristopherP[BR] <Gregory.ChristopherP@police.qld.gov.au>
Cc: Shelley Tofilau <Shelley.Tofilau@justice.qld.gov.au>; Tony Johnson <tony.johnson@justice.qld.gov.au>
Subject: FW: Information sought.

Good morning Chris

Just seeking confirmation in relation to the below-mentioned incident [redacted]

Thanks
Glenn

Kind regards,



Glenn Tathem
Manager Compliance - Investigations
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0893 F 07 3872 0827
glenn.tathem@justice.qld.gov.au

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

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From: Tony Johnson
Sent: Wednesday, 21 September 2016 9:17 AM
To: Glenn Tathem <Glenn.Tathem@justice.qld.gov.au>
Subject: Information sought.

Good Morning Glenn,

I have been allocated an investigation [redacted] relating to a QPS report of minor on premises [redacted] refers.

The information provided below, [redacted]

[redacted]

As per our current protocols could I ask you to forward this inquiry to the OIC of NBDLU to confirm if this area (Albany Creek) is part of their jurisdiction and if so, can they advise [redacted]

Regards



Tony Johnson
Investigator
Investigations Branch
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

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Emma Rickuss

From: Tony Johnson
Sent: Thursday, 22 September 2016 3:34 PM
To: [redacted] **Sch 4/3/3**
Subject: OLGR [redacted] **Sch 4/3/2** Albany Creek Hotel [redacted]

Good afternoon [redacted]

An incident has been referred to the OLGR by the Queensland Police Service (QPS), regarding [redacted] The matter relates to the evening [redacted] of the [redacted] at licensed premises, Albany Creek Tavern, Albany Creek.

Details reported by the QPS are as follows:

[redacted]

Sch 4/3/2

To assist with my inquiries, under the authority of Section 183 of the Liquor Act 1992, I require the following documents/ records to be supplied to me

- 1 - All closed circuit television (CCTV) footage covering the areas, both inside and outside the premises, specifically the area (if known) relevant to the abovementioned incident.
- 2 - The name and contact details of the approved manager (person in control) at the time of incident, and any notes or reports made regarding this incident.
- 3 - Any and all incident registers (or copies thereof) utilised by the premises, including but not limited to security providers registers, for the trading period of [redacted]
- 4 - Any and all other records/documents in the premises' possession relevant to the subject incident

The licensee/Management of the Albany Creek Tavern is requested to provide a brief written submission regarding the above incident, particularly in regard to the quantity of liquor consumed by the person involved in the incident, any interaction with staff at the premises, current processes in place to prevent such occurrences, and any improvements made as a result of this incident.

It would be appreciated if the documents/records could be supplied to me by no later than COB Friday the [redacted]

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

Regards,



Tony Johnson
Investigator
Investigations Branch
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

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Emma Rickuss

From: [redacted] Sch 4/3/3 @alhgroup.com.au
Sent: Friday, 14 October 2016 2:45 PM
To: Tony Johnson
Cc: [redacted]
Subject: Re: [redacted] Sch 4/3/2 - Albany Creek Hotel [redacted]

Hi Tony

Thanks for the short extension. As discussed, I expect to issue ALH's response with the requested information early next week.

Kind Regards

[redacted]
Corporate Counsel
ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171

Direct Lin [redacted]

Mobile: [redacted]

Email: [redacted]

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 22 September 2016 at 15:33, Tony Johnson <tony.johnson@justice.qld.gov.au> wrote:

Good afternoon [redacted]

An incident has been referred to the OLGR by the Queensland Police Service (QPS), regarding a [redacted] The matter relates to the evenin [redacted] f
th [redacted] t licensed premises, Albany Creek Tavern, Albany Creek.

Details reported by the QPS are as follows:



Sch 4/3/2

To assist with my inquiries, under the authority of Section 183 of the Liquor Act 1992, I require the following documents/ records to be supplied to me

- 1 - All closed circuit television (CCTV) footage covering the areas, both inside and outside the premises, specifically the area (if known) relevant to the abovementioned incident.
- 2 - The name and contact details of the approved manager (person in control) at the time of incident, and any notes or reports made regarding this incident.
- 3 - Any and all incident registers (or copies thereof) utilised by the premises, including but not limited to security providers registers, for the trading period of [redacted]
- 4 - Any and all other records/documents in the premises' possession relevant to the subject incident

The licensee/Management of the Albany Creek Tavern is requested to provide a brief written submission regarding the above incident, particularly in regard to the quantity of liquor consumed by the person involved in the incident, any interaction with staff at the premises, current processes in place to prevent such occurrences, and any improvements made as a result of this incident.

It would be appreciated if the documents/records could be supplied to me by no later than COB Friday the

Sch 4/3/2

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

Regards,



Tony Johnson
Investigator

Investigations Branch

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

E Tony.Johnson@justice.qld.gov.au

P (07) 3872 0865

F (07) 3872 0827

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Customer Call Centre 13 74 68

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Emma Rickuss

From: [redacted] Sch 4/3/3 @alhgroup.com.au
Sent: Monday, 24 October 2016 10:05 AM
To: Tony Johnson
Subject: Re: OLGR [redacted] Sch 4/3/2 Albany Creek Hotel [redacted]

Good morning Tony

Further to our discussion last week, I have been advised that a direction has been given to the Security Provider for the Albany Creek Tavern that [redacted]
[redacted] Sch 4/3/3

If you require any further information, please contact me on the details below.

Kind Regards

[redacted]
Corporate Counsel
ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171
Direct Line [redacted]
Mobile: [redacted]
Email [redacted]

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 20 October 2016 at 10:19, Tony Johnson <tony.johnson@justice.qld.gov.au> wrote:

Good Morning [redacted]

Thank you for providing the information as requested regarding this incident, I am however seeking further information regarding [redacted]
[redacted]

Reading the reports provided it is mentioned that [redacted]
[redacted]

Sch 4/3/2

Further clarification from the venue with regard to [redacted]
[redacted]

Please feel free to contact me directly if you have any queries regarding my requests.

Kind regards,



Tony Johnson
Investigator

Investigations Branch

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

E Tony.Johnson@justice.qld.gov.au

P (07) 3872 0865

F (07) 3872 0827

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From: [redacted] Sch 4/3/3 [redacted] alhgroup.com.au
Sent: Tuesday, 18 October 2016 3:31 PM
To: Tony Johnson <tony.johnson@justice.qld.gov.au>
Cc: [redacted] [@alhgroup.com.au](mailto:[redacted]@alhgroup.com.au)>
Subject: Re [redacted] Sch 4/3/2 Albany Creek Hotel [redacted]

Hi Tony

Please see **attached** correspondence for your attention.

Original with CCTV on USB to follow by express post.

Kind Regards

[redacted]
Corporate Counsel

ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171
Direct Line: (07) 3909 2607

Mobile [redacted]

Email: [redacted] [@alhgroup.com.au](mailto:[redacted]@alhgroup.com.au)

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 14 October 2016 at 14:52, Tony Johnson <tony.johnson@justice.qld.gov.au> wrote:

Good afternoon [redacted]

No problem, thanks for letting me know that there may be a delay.

Regards,



Tony Johnson
Investigator

Investigations Branch

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

E Tony.Johnson@justice.qld.gov.au

P (07) 3872 0865

F (07) 3872 0827

Locked Bag 180, City East, Brisbane QLD 4002

Customer Call Centre 13 74 68

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From [redacted] **Sch 4/3/3** [redacted] @alhgroup.com.au]

Sent: Friday, 14 October 2016 2:45 PM

To: Tony Johnson <tony.johnson@justice.qld.gov.au>

Cc: [redacted] <[\[redacted\]@alhgroup.com.au](mailto:[redacted]@alhgroup.com.au)>

Subject: Re: OLGR [redacted] **Sch 4/3/2** Albany Creek Hote [redacted]

Hi Tony

Thanks for the short extension. As discussed, I expect to issue ALH's response with the requested information early next week.

Kind Regards

[redacted]
Corporate Counsel

ALH Group Pty Ltd

Level 1, 152 Oxford Street, Bulimba QLD 4171

Direct Line: [redacted]

Mobile [redacted]

Email: Sch 4/3/3 @alhgroup.com.au

Website: www.alhgroup.com.au

PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

On 22 September 2016 at 15:33, Tony Johnson <tony.johnson@justice.qld.gov.au> wrote:

Good afternoon [REDACTED]

An incident has been referred to the OLGR by the Queensland Police Service (QPS), regarding a [REDACTED] Sch 4/3/2 The matter relates to the evening [REDACTED] of the [REDACTED] at licensed premises, Albany Creek Tavern, Albany Creek.

Details reported by the QPS are as follows:

[REDACTED]

Sch 4/3/2

To assist with my inquiries, under the authority of Section 183 of the Liquor Act 1992, I require the following documents/ records to be supplied to me

- 1 - All closed circuit television (CCTV) footage covering the areas, both inside and outside the premises, specifically the area (if known) relevant to the abovementioned incident.
- 2 - The name and contact details of the approved manager (person in control) at the time of incident, and any notes or reports made regarding this incident.
- 3 - Any and all incident registers (or copies thereof) utilised by the premises, including but not limited to security providers registers, for the trading period of [REDACTED]
- 4 - Any and all other records/documents in the premises' possession relevant to the subject incident

The licensee/Management of the Albany Creek Tavern is requested to provide a brief written submission regarding the above incident, particularly in regard to the quantity of liquor consumed by the person involved in the incident, any interaction with staff at the premises, current processes in place to prevent such occurrences, and any improvements made as a result of this incident.

It would be appreciated if the documents/records could be supplied to me by no later than COB Friday the [REDACTED]

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

Regards,



Tony Johnson
Investigator

Investigations Branch

Office of Liquor and Gaming Regulation

E Tony.Johnson@justice.qld.gov.au

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F (07) 3872 0827

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Customer Call Centre 13 74 68

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Emma Rickuss

From: Tony Johnson
Sent: Monday, 24 October 2016 4:17 PM
To: [REDACTED]
Subject: [REDACTED] **Sch 4/3/3** - OLGR Investigation [REDACTED]

Good Afternoon Nathanael,

As per our recent telephone conversation, a matter has been referred to the Office of Liquor and Gaming Regulation by the Queensland Police Service, relating to [REDACTED]

To assist with my investigation [REDACTED] **Sch 4/3/2** [REDACTED] Any telephone contact details that you are to provide for [REDACTED] would be greatly appreciated.

Kind Regards.



Tony Johnson
Investigator
Investigations Branch
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

E Tony.Johnson@justice.qld.gov.au
P (07) 3872 0865
F (07) 3872 0827
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Emma Rickuss

From: [redacted] **Sch 4/3/3**
Sent: Tuesday, 25 October 2016 1:42 PM
To: Tony Johnson
Cc: [redacted]
Subject: RE [redacted] **Sch 4/3/3** - OLGR Investigation [redacted]

Good afternoon Tony,

[redacted]

Obviously we are treating the matter with the utmost seriousness and are performing our own investigation related to the matter.

Hopefully through the course of your investigation you will be speaking with [redacted] [redacted] who was also at the ingress point of the venue at the time of the underage patrons entry into the venue o [redacted]

Please advise if there is any further information required.

[redacted]

Sch 4/3/2



From: Tony Johnson [mailto:tony.johnson@justice.qld.gov.au]
Sent: Monday, 24 October 2016 4:17 PM
To: [redacted]
Subject: [redacted] - OLGR Investigation [redacted]

Good Afternoon [redacted]

As per our recent telephone conversation, a matter has been referred to the Office of Liquor and Gaming Regulation by the Queensland Police Service, relating to [redacted]

To assist with my investigation [redacted] [redacted] ny telephone contact details that you are to provide for [redacted] would be greatly appreciated.

Kind Regards.



Tony Johnson
Investigator
Investigations Branch
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

E Tony.Johnson@justice.qld.gov.au
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Customer Call Centre 13 74 68

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18 October 2016

By Email - tony.johnson@justice.qld.gov.au
And Express Post

Tony Johnson
Investigator
Office of Liquor and Gaming Regulation
Locked Bag 180
CITY EAST BRISBANE QLD 4002

Dear Tony

Liquor Incident Report - Request for information - Albany Creek Tavern

[REDACTED]

We refer to your email dated [REDACTED] regarding a liquor incident report ("LIR") at the Albany Creek Tavern ("Tavern") on [REDACTED] ("Incident").

We have reviewed the matters raised in your correspondence and provide the following information to assist your investigation.

[REDACTED]

Sch 4/3/2

Tavern's Response to the Incident

ALH has reviewed the Incident.

The Tavern had taken a number of precautions to [REDACTED] included:

In this instance,

Sch 4/3/2

On Friday evenings,
ensure all patrons

Since the Incident, Tavern staff and employed security have been reminded to be

Information Requested

We have **enclosed** the following information as requested:

1. CCTV footage;
2. Tavern roster for week commencing
3. Crowd Control Incident Report
4. Security Register;
5. Daily Briefing Sheet;
6. Statement of (Assistant Manager); and
7. Albany Creek Tavern Security Induction Pack for Crowd Controller -

The Venue Manager was the approved manager on duty the night of the Incident.

RMLV/RSA certificates for the Tavern employees can be produced if required.

Please contact if you require any further information or if we can be of further assistance.

Sch 4/3/3

Queensland State Manager

Phone:
Email:

Enc.

INCIDENT REPORT

No: 55654

Name of Business: Albany creek Tavern Address of Business: 730 Albany creek Road State: QLD P/C: 4075
Name of Officer: Sch 4/3/3 License Number: CCS [REDACTED] Start of your Shift: [REDACTED] End of your Shift: [REDACTED] Badge Number: [REDACTED]

DETAILS OF INCIDENT

Date of Event: [REDACTED] Day of Event: [REDACTED] Time of Event: [REDACTED] Location of Incident: [REDACTED]

WHICH OF THE FOLLOWING BEST DESCRIBES THE INCIDENT?

Sch 4/3/2

DESCRIPTION OF THE PERSONS INVOLVED

Name of Witness 1: _____ Contact Number: _____ Name of Witness 2: _____ Contact Number: _____

FURTHER DETAILS OF THE EVENT OR COMPLAINT (Please use additional paper if needed)

Sch 4/3/2

RTI210271

Signature of Officer: _____

Supervisor Signature: _____

382

STAFF BRIEFING SHEET

DAY- FRIDAY

DATE- 02-09-2016

M.O.D - _____
 Supervisor 1 - _____
 Bar Staff 1 - _____
 Bar Staff 2 - _____
 Bar Staff 3 - _____
 Bar Staff 4 - _____
 Bar Staff 5 - _____

Sch 4/3/3

Signature - _____
 Signature - _____
 Signature - _____
 Signature - _____
 Signature - _____
 Signature - _____

Area & Start/Finish times for any :-

Functions - _____
 Entertainment - _____
 Event - _____
 Sport - _____

Sch 4/3/2

Night Operation Plan :-

- * Public/Gaming Airlock bolted at - _____
- * Last Drinks to be called at - _____
- * Toilet checks to be done hourly and check sheet signed (see attached)
- * Ensure ID's are checked of all customers who look under 25y.
- * Before serving any customer, make sure to check for any signs of intox or disorderly behavior.
- * Ensure constant floor runs are done- clearing glasses, emptying ashtrays, wiping tables. When out on the floor ensure to also look out for any customers showing signs of intox or disorderly behavior.
- * When you decide a customer is not to be served anymore, notify security or a manager immediately.
- * Make sure customers are not stock piling drinks.

Extra Comments:- _____

| |
|--|
| |
| |

ALBANY CREEK TAVERN

SECURITY
INDUCTION PACK

NAME

Sch 4/3/3

DATE:

I have read through the following Induction Pack.
I agree and understand the conditions contained within it
regarding to the following;

- Hotel Team
- Hours of Operation
- Hotel Liquor Licence
- House Policy
- Harassment Policy
- Tobacco Laws
- Smoking Management Plan
- Fire & Emergency Evacuation
- Bomb Threat
- Sharps Procedure

SIGNATURE

SIGNATURE OF INSTRUCTOR

NAME OF INSTRUCTOR

CE #: 1209
 INVESTIGATION #: 180842
 and Gaming QPRIME

Queensland
 Government

Office of Liquor and Gaming Regulation

Investigation Running Sheet

Investigation Details

File Ref No: [Redacted]
 Inv. Type: Complaint - Police
 Investigator: ANTHONY JOHNSON
 Office: Brisbane Liquor

Allocated: [Redacted]
 Completed: Sch 4/3/2

Allegation Details

| Date | Description |
|-------------|----------------------------|
| 03-SEP-2016 | MINOR ON LICENSED PREMISES |

Defendant Details

| Type | Ref No. | Name |
|--------------|------------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |
| Person | [Redacted] | [Redacted] |
| Person | [Redacted] | [Redacted] |

Sch 4/3/3

Site

Ref No: 1209
 Name: ALBANY CREEK TAVERN
 Licence: 79820 COMMERCIAL HOTEL

Complainant Details

| Type | Name | Address | Phone |
|--------------|---------------------------|--------------------------------|-------|
| Organisation | QUEENSLAND POLICE SERVICE | ROMA STREET, BRISBANE QLD 9000 | |

QPS Incident Details

| Incident Ref No. | QPS No. | Incident From Date | Incident From Time | Incident To Date | Incident To Time | Affected By | Intoxication Level | Weapon |
|------------------|------------|--------------------|--------------------|------------------|------------------|-------------|--------------------|------------|
| [Redacted] | [Redacted] | [Redacted] | [Redacted] | [Redacted] | [Redacted] | [Redacted] | [Redacted] | [Redacted] |

Premises Relation:

Offence:

Summary:

Description:

Type:

- NA
- No
- Police not assaulted
- NA
- On licensed premises
- Unstated injury

Action Notes

| Date | Officer | Action Type |
|-------------|--|-------------|
| 20-SEP-2016 | Shelley TOFILAU ALBANY CREEK TAVERN | Instruction |

Tony
 Please prepare an Investigation plan using the approved template and investigate in line with guidelines and procedures?

RTI210271

Thank you



Investigation Running Sheet

| Action Notes | | Action Type |
|-----------------------|---|-------------------------|
| Date | Officer | |
| 21-SEP-2016 | ANTHONY JOHNSON | File Notes |
| | Response received from QPS NBDLU regarding infringement inquiry edoc# 1623244 attached | |
| 21-SEP-2016 | ANTHONY JOHNSON | File Notes |
| | Email requesting clarification on issue of infringement sent to QPS NBDLU via Investigations manager [redacted] edoc# 1623070 attached | |
| 22-SEP-2016 | ANTHONY JOHNSON | File Notes |
| | 0941hrs - forwarded to NBDLU by manager - edoc# 1623099 | |
| 22-SEP-2016 | ANTHONY JOHNSON | File Notes |
| | Printout of [redacted] attached - edoc# 1623415 | |
| 22-SEP-2016 | ANTHONY JOHNSON | File Notes |
| | Phone call made to Albany Creek tavern [redacted] spoke with [redacted] she advised to call back after 12.00pm and speak with [redacted] | |
| 22-SEP-2016 | ANTHONY JOHNSON | File Notes |
| | Email request sent to [redacted] at ALH, requesting information specific to this incident - edoc# 1623545 attached | |
| 14-OCT-2016 | ANTHONY JOHNSON | File Notes |
| | Phone call received from [redacted] ALH - requesting extension on delivery time of requested information. | |
| 18-OCT-2016 | ANTHONY JOHNSON | File Notes |
| | request granted - information to be supplied before 21/10/2016 - email attached 1627699 | |
| 20-OCT-2016 | ANTHONY JOHNSON | File Notes |
| | Information received from [redacted] - ALH, regarding incident - all supplied documents attached - edoc 1629047 | |
| [Large redacted area] | | |
| 4/3/2 | | |
| 24-OCT-2016 | ANTHONY JOHNSON | File Notes |
| | Further advice provided by [redacted] at ALH - email attached 1629460 | |
| 24-OCT-2016 | ANTHONY JOHNSON | File Notes |
| | Phone call to [redacted] at [redacted] requesting [redacted].com.au requesting info. He asked that an email request be sent to [redacted] | |
| 25-OCT-2016 | ANTHONY JOHNSON | Correspondence Received |
| | email attached edoc 1629668 [redacted] providing contact details for [redacted] | |
| 25-NOV-2016 | ANTHONY JOHNSON | File Notes |
| | edoc 1630620 attached [redacted] on mob [redacted] phone rang out to message bank, message left requesting call back to OLGR. | |
| 29-NOV-2016 | ANTHONY JOHNSON | File Notes |
| | callback received 1245hrs - [redacted] will attend OLGR brisbane office | |
| | Record of interview. | |
| | Crowd Controller - [redacted] attends OLGR Brisbane to take part in interview regarding matter. | |
| | [redacted] advised [redacted] | |
| | [redacted] from this incident. | |
| [Large redacted area] | | |
| 4/3/3 | | |

Investigation Running Sheet

Action Notes

| Date | Officer | Action Type |
|------|---------|-------------|
|------|---------|-------------|

Sch 4/3/2

08-DEC-2016 ANTHONY JOHNSON File Notes
1410hrs Phone conversation had with assistant manager involved in this incident, questioned in relation to her

Sch 4/3/2

08-DEC-2016 ANTHONY JOHNSON File Notes
INVESTIGATION CONCLUSION (Part 1 of 2)

I have completed an investigation into an alleged incident of [redacted] at the Albany Creek Tavern, Albany Creek, on the [redacted]. The incident was referred to OLGR by QPS as a result of [redacted].

I have reviewed and considered the relevant legislation, as well as the relevant OLGR policies and procedures. The investigation identified the following:

1 The information provided in the QPRIME report is minimal, however consistent with reports supplied by the licensee, Tavern assistant manager and attending security staff.

2 As mentioned [redacted]

3 The matter was then referred to OLGR for investigation in relation to the Licensee's role in this incident

4 A request for information was made to the licensee (ALH) regarding the incident and the persons involved

5 The requested information was later supplied including the assistant managers report / statement, the security incident register entry completed by the member involved, ALH's investigation report as well as all applicable documents relating to the 'house' policies and employee expectations. CCTV of the incident was also provided.

6 Both the [redacted]

Sch 4/3/2 Sch 4/3/3



Investigation Running Sheet

Action Notes

| Date | Officer | Action Type |
|---|-----------------|-------------------------|
| 08-DEC-2016 | ANTHONY JOHNSON | File Notes |
| <p>INVESTIGATION CONCLUSION (Part 2 of 2)</p> <p>Based on the information provided by the licensee it appears that the venue (licensee) has taken all possible steps and has measures in place to prevent Liquor Act breaches of this type Sch 4/3/2</p> <p>As no evidence has been obtained to prove a number of elements of offences under the above mentioned sections of the Liquor Act, and such evidence is unlikely to be obtained, I recommend no further investigative action be undertaken and the licensee be sent a letter advising them that no further action will be taken at this time.</p> <p>In determining the appropriate enforcement action, I have considered the matters outlined in section 3.1 of the LEG. The reasons for the recommended action are as follows:</p> <ol style="list-style-type: none"> 1. Insufficient evidence has been obtained to prove an offence or to suggest that an offence may have been committed in reference to the above mentioned sections. As such, reminding the licensee of its legislative obligations by way of an advisory letter would be counterproductive, as it would likely be interpreted as a suggestion of wrongdoing. Such action is not justified. (3.1.5 Justification) and it is not in the interest of the public and efficiency to pursue further investigation into the matter. (Sections 3.1.4 Public Interest and Efficiency) 2. A review of compliance history for the venue indicates no recent reports of similar type incidents (section 3.1.3 Compliance History) I undertook the investigation in line with relevant policies, procedures and instructions | | |
| 09-DEC-2016 | ANTHONY JOHNSON | File Notes |
| <p>Advisory and finalisation letters drafted for delivery to staff - Sch 4/3/3 and Licensee - ALH Group edocs attached</p> <p>[Redacted] ALH Group</p> | | |
| 13-DEC-2016 | Shelley TOFILAU | Pre-file Closure Review |
| <p>I have reviewed the thorough investigation undertaken by Sr Investigator JOHNSON which included a ROI with the security provider and agree with the outcome of advisory letters for the employees and NFA for the licensee</p> <p>Sch 4/3/2</p> <p>This investigation has been conducted in accordance with OLGR policies and procedures.</p> <p>Correspondence has been placed in todays mail.</p> | | |

Breaches and Outcomes

| Class | Type | Section | Description |
|------------------|----------------|---------|-------------|
| Sch 4/3/2 | | | |
| Date | Recommendation | Outcome | Detail |
| [Redacted] | | | |
| Class | Type | Section | Description |
| [Redacted] | | | |
| Date | Recommendation | Outcome | Detail |
| [Redacted] | | | |
| Class | Type | Section | Description |
| [Redacted] | | | |
| Date | Recommendation | Outcome | Detail |
| [Redacted] | | | |

Edoc
1641130

Please quote: [redacted]
Contact officer: Tony Johnson
Contact telephone: 07 3033 0011



Queensland
Government

Office of Liquor and Gaming Regulation

Department of
Justice and Attorney-General

Sch 4/3/3

ALH Group
Level 1, 152 Oxford St
Bulimba, QLD, 4171

Dear [redacted]

As you may be aware, the Office of Liquor and Gaming Regulation (OLGR) has been investigating an alleged incident at the Albany Creek Tavern, Albany Creek, on the [redacted]. The alleged incident was brought to the attention of the OLGR by the Queensland Police Service (QPS)

The following is an extract from the QPS report provided to the OLGR:

Sch 4/3/2

On the [redacted] Investigator Tony Johnson from the OLGR discussed the alleged incident [redacted] via email and requested further information be provided by the licensee to assist with the investigation. On the [redacted] further information was provided by the licensee about the alleged incident and also about the operation of the premises under the liquor licence held by ALH Group.

I wish to advise that the OLGR has now finalised its investigation into the matter and no further action will be taken at this time.

In accordance with the OLGR's Compliance Strategy, which can be obtained via the OLGR's website (<https://www.business.qld.gov.au/industry/liquor-gaming>), the OLGR strives for voluntary compliance with legislation through education, advice, clear expectations and the promotion of best practice, however, will initiate high end enforcement action where necessary. Further, the OLGR undertakes a proactive compliance program to monitor licensees' compliance and as such may target sites who have been the subject of QPS reports or where previous non-conformities have been detected.

Office of Liquor and Gaming Regulation
33 Charlotte Street
BRISBANE QLD 4000
Locked Bag 180
CITY EAST QLD 4002

Telephone +61 7 3872 0999
Facsimile +61 7 3872 0998
Email olgrinfo@justice.qld.gov.au
Website www.business.qld.gov.au/liquor-gaming
ABN 13 846 673 994

R

If you require any further information in relation to this matter, please contact Tony Johnson, Investigator, OLGR, Department of Justice and Attorney-General on 07 3033 0011 or at tony.johnson@justice.qld.gov.au

Yours sincerely



MICHAEL SARQUIS
Executive Director

07/12/2016

Encl.

Edloc #
1623545

To: [redacted] Sch.4/3/3 @alhgroup.com.au]
From: Tony Johnson
Sent: Thur 22/09/2016 5:33:31 AM
Importance: Normal
Subject: OLGR [redacted] Albany Creek Hotel [redacted]
MAIL_RECEIVED: Thur 22/09/2016 5:33:00 AM

Good afternoon [redacted]

An incident has been referred to the OLGR by the Queensland Police Service (OPS), regarding a Minor on premises. The matter relates to the evening [redacted] of the [redacted] at licensed premises, Albany Creek Tavern, Albany Creek.

Details reported by the QPS are as follows:



Sch 4/3/2

To assist with my inquiries, under the authority of Section 183 of the Liquor Act 1992, I require the following documents/ records to be supplied to me

1 - All closed circuit television (CCTV) footage covering the areas, both inside and outside the premises, specifically the area (if known) relevant to the abovementioned incident.

2 - The name and contact details of the approved manager (person in control) at the time of incident, and any notes or reports made regarding this incident.

3 – Any and all incident registers (or copies thereof) utilised by the premises, including but not limited to security providers registers, for the trading period of **Sch 4/3/2**

4 – Any and all other records/documents in the premises' possession relevant to the subject incident

The licensee/Management of the Albany Creek Tavern is requested to provide a brief written submission regarding the above incident, particularly in regard to the quantity of liquor consumed by the person involved in the incident, any interaction with staff at the premises, current processes in place to prevent such occurrences, and any improvements made as a result of this incident.

It would be appreciated if the documents/records could be supplied to me by no later than COB

In the meantime, if you require any further information or clarification in relation to this matter, please do not hesitate to contact me.

Regards,



Tony Johnson
Investigator

Investigations Branch

Edoc #
1623244

To: Glenn Tathem[Glenn.Tathem@justice.qld.gov.au]
Cc: Shelley Tofilau[Shelley.Tofilau@justice.qld.gov.au]; Tony Johnson[tony.johnson@justice.qld.gov.au]
From: Gregory.ChristopherP@police.qld.gov.au
Sent: Wed 21/09/2016 1:30:27 AM
Importance: Normal
Subject: RE: Information sought.
MAIL_RECEIVED: Wed 21/09/2016 1:33:11 AM

Glenn,

I can confirm

Sch 4/3/2

Regards,

Christopher Gregory



Sergeant 8639

Liquor Unit North Brisbane District

Queensland Police Service

Ground Floor Police Headquarters

200 Roma Street, Brisbane QLD 4000

Phone (07) 3364 3007 Mobile 0488 772 316 FAX (07) 3364 3090

NBD Liquor Unit State Liquor Unit

From: Glenn Tathem [mailto:Glenn.Tathem@justice.qld.gov.au]
Sent: Wednesday, 21 September 2016 9:41 AM
To: Gregory.ChristopherP[BR] <Gregory.ChristopherP@police.qld.gov.au>
Cc: Shelley Tofilau <Shelley.Tofilau@justice.qld.gov.au>; Tony Johnson <tony.johnson@justice.qld.gov.au>

Subject: FW: Information sought.

Good morning Chris

Just seeking confirmation in relation to the below-mentioned incident that the [redacted] **Sch 4/3/2**

Thanks

Glenn

Kind regards,



Glenn Tathem

Manager Compliance - Investigations

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

P 07 3872 0893 F 07 3872 0827

glenn.tathem@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000

Locked Bag 180, City East, QLD 4002

Customer Call Centre 13 QGOV (13 74 68)

www.business.qld.gov.au/liquor-gaming

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From: Tony Johnson
Sent: Wednesday, 21 September 2016 9:17 AM
To: Glenn Tathem <Glenn.Tathem@justice.qld.gov.au>
Subject: Information sought.

Good Morning Glenn,

I have been allocated an investigation [REDACTED] relating to a QPS report [REDACTED]

Sch 4/3/2

The information provided below, indicates that [REDACTED]
[REDACTED]
[REDACTED]

Sch 4/3/2

As per our current protocols could I ask you to forward this inquiry to the OIC of NBDLU to confirm if this area (Albany Creek) is part of their jurisdiction and if so, can they advise [REDACTED]

Regards



Tony Johnson

Investigator

Investigations Branch

Office of Liquor and Gaming Regulation

Department of Justice and Attorney-General

E Tony.Johnson@justice.qld.gov.au

P (07) 3872 0865

F (07) 3872 0827

Locked Bag 180, City East, Brisbane QLD 4002

Customer Call Centre 13 74 68

R

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

CONFIDENTIALITY: The information contained in this electronic mail message and any electronic files attached to it may be confidential information, and may also be the subject of legal professional privilege and/or public interest immunity. If you are not the intended recipient you are required to delete it. Any use, disclosure or copying of this message and any attachments is unauthorised. If you have received this electronic message in error, please inform the sender or contact securityscanner@police.qld.gov.au.

This footnote also confirms that this email message has been checked for the presence of computer viruses.

Leigh Schnitzerling

From: Shelley Tofilau
Sent: Tuesday, 20 September 2016 7:40 AM
To: Leigh Schnitzerling
Subject: FW: Investigations Created From QPS Data

Leigh

Can you please allocate this QPRIME matter to Tony please.

Regards



Shelley Tofilau
A/Principal Investigator
 Investigations Branch
 Office of Liquor and Gaming Regulation
 Department of Justice and Attorney-General

E shelley.tofilau@justice.qld.gov.au
P (07) 3033 0021
F (07) 3872 0827
 Locked Bag 180, City East, Brisbane QLD 4002
 Customer Call Centre 13 74 68

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From: Glenn Tathem
Sent: Monday, 19 September 2016 10:25 AM
To: Shelley Tofilau <Shelley.Tofilau@justice.qld.gov.au>
Subject: RE: Investigations Created From QPS Data

Sounds like a plan 😊

Kind regards,



Glenn Tathem
 Manager Compliance - Investigations
 Office of Liquor and Gaming Regulation
 Department of Justice and Attorney-General

P 07 3872 0893 **F** 07 3872 0827
glenn.tathem@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000
 Locked Bag 180, City East, QLD 4002

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From: Shelley Tofilau
Sent: Monday, 19 September 2016 9:27 AM
To: Glenn Tathem <Glenn.Tathem@justice.qld.gov.au>
Subject: RE: Investigations Created From QPS Data

Glenn

I have reviewed the QPRIME incident and it appears that QPS have [REDACTED]
[REDACTED] I have looked at the INR database [REDACTED]

Sch 4/3/2

I can allocate to Tony if you would like,

Regards



Queensland
Government

Shelley Tofilau
A/Principal Investigator
Investigations Branch
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

E shelley.tofilau@justice.qld.gov.au
P (07) 3033 0021
F (07) 3872 0827
Locked Bag 180, City East, Brisbane QLD 4002
Customer Call Centre 13 74 68

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From: Glenn Tathem
Sent: Monday, 19 September 2016 9:09 AM
To: Shelley Tofilau <Shelley.Tofilau@justice.qld.gov.au>
Subject: FW: Investigations Created From QPS Data

Hey Shell

With both of these can you assess whether an investigation is warranted having regard to the nature of the incident and the general compliance history of the venues.

Thanks

Kind regards,



Queensland
Government

Glenn Tathem
Manager Compliance - Investigations
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0893 F 07 3872 0827
glenn.tathem@justice.qld.gov.au

Level 5, 33 Charlotte Street, Brisbane QLD 4000
Locked Bag 180, City East, QLD 4002

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

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From: Isabel Tynan

Sent: Monday, 19 September 2016 7:56 AM

To: Glenn Tathem <Glenn.Tathem@justice.qld.gov.au>

Cc: Sue Hayes <Sue.Hayes@justice.qld.gov.au>; Cindy Liao <Cindy.Liao@justice.qld.gov.au>; Delia Atkinson <Delia.Atkinson@justice.qld.gov.au>; Torrance Descovich <torrance.descovich@justice.qld.gov.au>; Tobyn Zubrinich <Tobyn.Zubrinich@justice.qld.gov.au>; Sonya Farr <sonya.farr@justice.qld.gov.au>; Bevan McCarrick <Bevan.McCarrick@justice.qld.gov.au>; Brad Wirth <Brad.Wirth@justice.qld.gov.au>

Subject: FW: Investigations Created From QPS Data

Investigations Created From QPS Data

Out of scope

Compliance Region BRISBANE Officer Glenn TATHEM

| FRN | Site Name/Ref | Suburb | Incident Date | Allegation | Activity Status |
|-----|---------------|--------|---------------|------------|-----------------|
|-----|---------------|--------|---------------|------------|-----------------|

Sch 4/3/2

Investigation Running Sheet

Investigation Details

| | |
|--|-----------------------------|
| File Ref No: [REDACTED] | Allocated: |
| Inv. Type: Critical Elements Inspection | Completed: Sch 4/3/2 |
| Investigator: Matt LARNEY | |
| Office: Brisbane Liquor | |

Allegation Details

| Date | Description |
|-------------|-------------------------------|
| 22-NOV-2016 | CRITICAL ELEMENTS - NO ISSUES |

Defendant Details

| Type | Ref No. | Name |
|--------------|---------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

Site

Ref No: 1209

Name: ALBANY CREEK TAVERN

Licence: [REDACTED] COMMERCIAL HOTEL

Investigation Running Sheet

Investigation Details

File Ref No: [REDACTED] **Allocated:** [REDACTED]
Inv. Type: Full Inspection **Completed:** Sch 4/3/2
Investigator: Richard BLACK
Office: Brisbane Liquor

Allegation Details

| Date | Description |
|------------|------------------------------|
| [REDACTED] | FULL INSPECTION - NIL ISSUES |

Defendant Details

| Type | Ref No. | Name |
|--------------|---------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

Site

Ref No: 1209
Name: ALBANY CREEK TAVERN
Licence: [REDACTED] COMMERCIAL HOTEL

Action Notes

| Date | Officer | Action Type |
|------------|---------------|-------------|
| [REDACTED] | Richard BLACK | File Notes |

Additional information

| Description | Observation | Description | Observation |
|-------------|-------------|-------------|-------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Breaches and Outcomes

| Class | Type | Section | Description |
|------------|------------|------------|-------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

| Date | Recommendation | Outcome | Detail |
|------------|----------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Sch 4/3/2

Telephone conversation with [REDACTED]

- [REDACTED] related, - no mention of [REDACTED]

- NO [REDACTED]

- Is believed began with [REDACTED]

[REDACTED] phone call to [REDACTED]

- Spoke with [REDACTED]

Sch 4/3/3

was

- [REDACTED] advised he would leave message with [REDACTED] to call [REDACTED]

[REDACTED] was [REDACTED]



| | |
|-------------------------|------------|
| SITE #: | Sch 4/3/2 |
| INVESTIGATION #: | [REDACTED] |

**Office of Liquor and Gaming
Regulation - Investigation File**

(This sheet is to remain at the front of the investigation file at all times)

| | |
|---------------------------------|--------------------------|
| NON-SITE Person/Org: | [REDACTED] |
| SITE Premises: | AUBANY CREEK TAVERN |
| Licensee Name: | ALH GROUP P/L |
| Licence Number: | 11111111 NO - [REDACTED] |

Investigation Allocated on: [REDACTED] *Tomy*

| | | |
|---|---------------------|------------------|
| Has Liquor Enforcement Guideline (LEG) or Compliance Enforcement Guideline (CEG) (gaming only) been applied? | [REDACTED] | outlined (ation) |
| Is recommendation in line with LEG or CEG? | [REDACTED] | outlined |
| Has Liq/Gaming Compliance Manual been applied? (list eDocs no. of Chapter/s or section/s applied) | eDocs <u>914934</u> | outlined |
| Warning or Advisory letter sent to licensee / offender | Date: _____ | [REDACTED] |
| Infringement Notice/s issued | Date: _____ | [REDACTED] |
| Prosecution brief submitted | Date: _____ | [REDACTED] |
| Disciplinary Action memo submitted | Date: _____ | [REDACTED] |
| All investigation details completed: • File/action notes updated on COGS • Attachments included on hard file • All documents saved to eDocs & attached in COGS • Reviewed breach/es against classification, INV type & Act reference & corrected where necessary • Is case precedent applicable? | INV no. _____ | [REDACTED] |
| Outcome and date completed in COGS | Date: _____ | [REDACTED] |
| "Breaches Finalised" box noted (Liquor INV ONLY) | Date: _____ | [REDACTED] |
| Has a reinspection been triggered (for warning & above) | Date: _____ | [REDACTED] |
| Register updated - Intervention / Pros / DA / Show Cause / 111 variation / Insp referral / Glassing / Reviewable Matters / Telecommunications Searches - Has the Infringement Administrator been advised | Date: _____ | [REDACTED] |
| Complainant advised of result of investigation | Date: _____ | [REDACTED] |
| Other relevant parties advised of result of investigation (e.g. other OLGR region or unit / other govt agency etc) | Date: _____ | [REDACTED] |

Investigation Completed on: [REDACTED]

[Signature] _____ Date: [REDACTED]
Investigator

[Signature] _____ Date: [REDACTED]
Supervisor / Manager



Investigation Running Sheet

| Investigation Details | | | |
|-----------------------|-------------------|------------|-------------|
| File Ref No: | 189185 | Allocated: | 03-APR-2017 |
| Inv. Type: | Complaint - Other | Completed: | 10-APR-2017 |
| Investigator: | ANTHONY JOHNSON | | |
| Office: | Brisbane Liquor | | |

| Allegation Details | |
|--------------------|--|
| Date | Description |
| 03-APR-2017 | UNLAWFUL WOUNDING OF A PATRON IN THE CAR PARK AREA ON 25/03/2017 AT 12.30 AM |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|----------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Complainant Details | | | |
|---------------------|---------------|---------|-------|
| Type | Name | Address | Phone |
| Organisation | INTERNAL OLGR | | |

| Action Notes | | |
|--------------|--|-------------|
| Date | Officer | Action Type |
| 03-APR-2017 | Glenn TATHEM ALBANY CREEK TAVERN | Instruction |
| | <p>Tony Please prepare an Investigation plan using the approved template and investigate in line with guidelines and procedures?</p> <p>Please see editorial below:</p> <p>1 ALBANY CREEK A man was unlawfully wounded in Albany Creek early on Saturday morning. Police said that about 12.30am two men were involved in a fight in the carpark of a licensed premises on Albany Creek Rd. During the fight, a 19-year-old man received knife wounds to his upper body and arms. The other man fled in a vehicle. The injured man was transported to the Royal Brisbane and Women's Hospital with non-life-threatening injuries. No one has been charged, but</p> | |
| 03-APR-2017 | Leigh SCHNITZERLING | File Notes |
| | editorial attached | |
| 04-APR-2017 | ANTHONY JOHNSON | File Notes |
| | <p>phone call to Albany Creek Police station, spoke with Jamie (surname not obtained), he advised that the parties involved in the incident were believed to have been at the Albany Creek tavern prior to the altercation taking place.</p> <p>He advised that he would ask the station OIC (Snr Sgt Hayne) to contact me directly - via email, to provide as much relevant information on the incident.</p> | |
| 06-APR-2017 | ANTHONY JOHNSON | File Notes |
| | Notes of telephone conversations had with S/Sgt Hayne and Sch 4/3/3 attached 1662310 | |
| 06-APR-2017 | ANTHONY JOHNSON | File Notes |
| | Telephone conversation had with S/Sgt Hayne OIC at Albany Creek Police Station regarding incident. he advised that | |



Investigation Running Sheet

| Action Notes | | |
|---------------------|--|---|
| Date | Officer | Action Type |
| | | <p>attending QPS staff did not form the opinion that alcohol had contributed to the incident - as such an LIR was not submitted.</p> <p>Appears that the two parties involved had been at the premises and an argument has begun between them which soon became physical - the reason for the argument is not known to Police.</p> <p>The alleged offender has then left the premises before returning some time later with a weapon and attacking the victim in the hotel carpark.</p> <p>The full circumstances of the attack were not shared by QPS, however based on the information that has been provided there is nothing to suggest the inactions of the venue have contributed to the incident - i.e the licensee could not have foreseen that once the minor scuffle had been dealt with and the persons involved separated, the offender would leave and return some time later with the intent of causing injury to the victim.</p> |
| 07-APR-2017 | ANTHONY JOHNSON | File Notes |
| | investigation conclusion (part 2 of 2) | <p>Based on the information provided, it would appear that the text of the conversation in the carpark between the offender and victim would have ended with the same result (wounding) regardless of the setting, so therefore there is currently insufficient evidence in support of an offence under s142ZZB (1) (Safety) of the Liquor Act in respect to the licensee.</p> <p>As no evidence has been obtained to prove a number of elements of offences under section 142ZZB (1) of the Liquor Act, and such evidence is unlikely to be obtained, I recommend no further investigative action be undertaken.</p> <p>In determining the appropriate enforcement action, I have considered the matters outlined in section 3.1 of the LEG. The reasons for the recommended action are as follows:</p> <p>1. Insufficient evidence has been obtained to prove an offence or to suggest that an offence may have been committed. As such, reminding the licensee of its legislative obligations by way of an advisory letter would be counterproductive, as it would likely be interpreted as a suggestion of wrongdoing. Such action is not justified. (3.1.5 Justification) and it is not in the interest of the public and efficiency to pursue further investigation into the matter. (Sections 3.1.4) Public Interest and Efficiency)</p> |
| Sch 4/3/2 Sch 4/3/3 | | |
| | | I undertook the investigation in line with relevant policies, procedures and instructions. |
| 07-APR-2017 | ANTHONY JOHNSON | File Notes |
| | Phone conversation had with Sch 4/3/3 at Albany Creek tavern. [redacted] was the approved manager on the night of the incident and provided a version of events while similar to, was not exactly the same as that provided by Police. | <p>[redacted] advised that on the night of the incident the offender and victim had no interaction with each other inside the venue (he does not know if the two are known to each other). [redacted] stated that the victim in the criminal matter had been asked to leave the premises by bar staff because of his conduct in the DOSA - foul language towards a female patron.</p> <p>The alleged offender left the venue at about the same time from another door at the venue, appearing to be going home for the evening, speaking with security as he waited for a taxi. A short time later it appears the offender and victim have crossed paths in the carpark and words were exchanged. the text of the conversation is not known however it clearly upset the offender as it was then that he left to go home / or elsewhere before returning to the tavern carpark armed with a weapon of some type.</p> <p>The victim was still present nearby (for whatever reason, despite being evicted) and was approached by the offender. The wounding has then taken place.</p> |
| 07-APR-2017 | ANTHONY JOHNSON | File Notes |
| | Investigation conclusion. (part 1 of 2) | <p>I have completed an investigation into an alleged incident of violence at the Albany Creek tavern on Saturday 25th March 2017 . The incident refers to an allegation where a male patron has been assaulted (unlawful wounding) by another person in the Tavern Carpark</p> <p>My investigation identified the following:</p> <p>1- Information provided by QPS and the licensee has revealed that the offender and victim in this matter were both present at the licensed premises in the hours leading up to the wounding .</p> |



Investigation Running Sheet

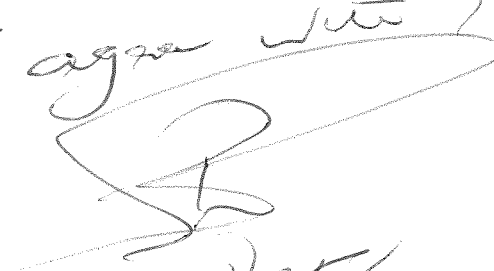
R

Action Notes

| Date | Officer | Action Type |
|-------------|--------------|--|
| | | <p>2- the licensee's representative has advised that neither person interacted with each other inside the venue on the night and it is not known whether the two were or are known to each other.</p> <p>3- The victim was asked to leave the premises by management following an incident in the DOSA where he made inappropriate comments to a female patron. Upon leaving the premises he loitered around the venue carpark.</p> <p>4- The offender left the premises of his own volition seemingly with the intention of making his way home. Upon exiting the venue he stopped and chatted with security while he waited for a taxi.</p> <p>5- it is at this time that the offender and victim have crossed paths in the carpark and words were exchanged (the text of which is not known). the offender has then departed, going home or elsewhere before returning approximately 30 mins later, armed with a weapon</p> <p>6- The victim for whatever reason was still loitering around the carpark and was approached by the offender, at which time the assault (unlawful wounding) has taken place.</p> <p>7- QPS (S/Sgt Hayne OIC Albany Creek) has advised that the attending officers formed the opinion that neither person involved was unduly intoxicated and that alcohol was not the primary contributor to this incident - as such no LIR was submitted for review by OLGR.</p> <p>Given the information recieved from both the Venue and QPS it appears that while the incident has occurred in the venue carpark and both persons involved had at some stage in the evening been inside the premises, it does not appear that this incident has come about through the actions or inactions of the venue, and could not have been prevented by the licensee.</p> <p>Rather it appears the actions of the offender were calculated and prepared following a verbal exchange in the carpark. S/Sgt Hayne has pointed out that the parties were seperated for approximately 30 minutes before the offender returned seeking out the victim. it would seem that he had ample opportunity to calm and consider his actions during that time.</p> |
| 10-APR-2017 | Glenn TATHEM | Pre-file Closure Review |
| | | <p>I have reviewed the investigation notes and it is apparent that the licensee could not have foreseen or prevented the incident which occurred outside the premises. Based upon information provided by police alcohol was not a contributing factor and the licensee could not be held account in terms of failing to maintain a safe environment. Having regard to the nature of the circumstances I support Officer Johnsons recommendation not to take any further action in this matter. As such this file can be closed.</p> |

Breaches and Outcomes

| Class | Type | Section | Description |
|-------------|-------------------|-------------------|---|
| Safety | Assault | S142ZZB(1) | PROVIDING A SAFE ENVIRONMENT IN AND AROUND PREMISES |
| Date | Recommendation | Outcome | Detail |
| 07-APR-2017 | Not Substantiated | Not Substantiated | |

Glenn TATHEM
I agree with recommendation

10/4/17

R

Leigh Schnitzerling

From: Glenn Tathem
Sent: Wednesday, 29 March 2017 1:45 PM
To: Leigh Schnitzerling
Subject: FW: Albany Creek Tavern

Hey Lil

This is essentially a safety investigation and can be treated like a QPRIME matter

Details for COGSComplaint Other / Albany Creek Tavern / Allegation – unlawful wounding of a patron in the car park area on 25/3/17 at 12.30am / safety - unlawful wounding / s.142ZZB Allocate to TJ

Instruction will be our standard safety instruction . can you also include the editorial

Thank you sooo much ☺



Kind regards,



Queensland
Government

Glenn Tathem
Manager Compliance - Investigations
Office of Liquor and Gaming Regulation
Department of Justice and Attorney-General

P 07 3872 0893 F 07 3872 0827
glenn.tathem@justice.qld.gov.au

Level 2, 63 George Street, Brisbane QLD 4000
Locked Bag 180, City East, QLD 4002

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

The Office of Liquor and Gaming Regulation is committed to providing you with quality service. If you would like to provide feedback on the service you have received, please email feedback@justice.qld.gov.au

From: Bevan McCarrick
Sent: Wednesday, 29 March 2017 9:39 AM
To: Glenn Tathem <Glenn.Tathem@justice.qld.gov.au>
Subject: Albany Creek Tavern

Glenn – please allocate

1 ALBANY CREEK A man was unlawfully wounded in Albany Creek early on Saturday morning. Police said that about 12.30am two men were involved in a fight in the carpark of a licensed premises on Albany Creek Rd. During the fight, a 19-year-old man received knife wounds to his upper body and arms. The other man fled in a vehicle. The injured man was transported to the Royal Brisbane and Women's Hospital with non-life-threatening injuries. No one has been charged, but

R

This may come through in Qprime also

Thanks

Regards

Bevan McCarrick

Director

Investigations Branch

Telephone – 3872 0807

Fax - 3224 7314

E: Bevan.McCarrick@justice.qld.gov.au

The Office of Liquor and Gaming Regulation is committed to providing you with quality service.
If you would like to provide feedback on the service you have received please email feedback@justice.qld.gov.au

Investigation Running Sheet

| Investigation Details | | | |
|-----------------------|-------------------|-------------------|-------------|
| File Ref No: | 190635 | Allocated: | 09-MAY-2017 |
| Inv. Type: | Reinspection Desk | Completed: | 09-MAY-2017 |
| Investigator: | Alan BRITCLIFFE | | |
| Office: | Brisbane Liquor | | |

| Allegation Details | |
|--------------------|-------------|
| Date | Description |
| 09-MAY-2017 | NIL ISSUES |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|-----------------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Action Notes | | |
|--------------|---|-------------|
| Date | Officer | Action Type |
| 09-MAY-2017 | Alan BRITCLIFFE | File Notes |
| | Multiple inspections undertaken recently. | Sch 4/3/2 |

| Breaches and Outcomes | | | |
|-----------------------|--------------------|--------------------|--------------------------|
| Class | Type | Section | Description |
| Licensed Premises | Compliance | NA | Compliance Investigation |
| Date | Recommendation | Outcome | Detail |
| 09-MAY-2017 | No Breach Detected | No Breach Detected | |

Investigation Running Sheet

Investigation Details

| | | | |
|----------------------|------------------------------|-------------------|-------------|
| File Ref No: | 190914 | Allocated: | 13-MAY-2017 |
| Inv. Type: | Critical Elements Inspection | Completed: | 02-JUN-2017 |
| Investigator: | Gerard CARNES | | |
| Office: | Brisbane Liquor | | |

Allegation Details

| Date | Description |
|-------------|-------------|
| 14-MAY-2017 | NIL ISSUES |

Defendant Details

| Type | Ref No. | Name |
|--------------|---------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

Site

Ref No: 1209
Name: ALBANY CREEK TAVERN
Licence: 79820 COMMERCIAL HOTEL

Breaches and Outcomes

| Class | Type | Section | Description |
|-------------------|--------------------|--------------------|--------------------------|
| Licensed Premises | Compliance | NA | Compliance Investigation |
| Date | Recommendation | Outcome | Detail |
| 14-MAY-2017 | No Breach Detected | No Breach Detected | |

Investigation Running Sheet

| Investigation Details | | | |
|-----------------------|--------------------|-------------------|-------------|
| File Ref No: | 190916 | Allocated: | 13-MAY-2017 |
| Inv. Type: | Reinspection Field | Completed: | 02-JUN-2017 |
| Investigator: | Gerard CARNES | | |
| Office: | Brisbane Liquor | | |

| Allegation Details | |
|--------------------|-------------|
| Date | Description |
| 14-MAY-2017 | NO ISSUES |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|-----------------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Breaches and Outcomes | | | |
|-----------------------|--------------------|--------------------|--------------------------|
| Class | Type | Section | Description |
| Licensed Premises | Compliance | NA | Compliance Investigation |
| Date | Recommendation | Outcome | Detail |
| 14-MAY-2017 | No Breach Detected | No Breach Detected | |



SITE #: Sch 4/3/2

INVESTIGATION #: [Redacted]

Office of Liquor and Gaming Regulation - Investigation File

(This sheet is to remain at the front of the investigation file at all times)

| | |
|----------------------|---------------------|
| NON-SITE Person/Org: | / |
| SITE Premises: | ALBANY CREEK TAVERN |
| Licensee Name: | A-L-H-P/L |
| Licence Number: | [Redacted] |

Investigation Allocated on: on-shift [Redacted]

| | | |
|--|---|-----------------------|
| Has Liquor Enforcement Guideline (LEG) or Compliance Enforcement Guideline (CEG) (gaming only) been applied? | [Redacted] | on outlined endation) |
| Is recommendation in line with LEG or CEG? | [Redacted] | on outlined |
| Has Liq/Gaming Compliance Manual been applied? (list eDocs no. of Chapter/s or section/s applied) | docs 1462868 4.5 | on outlined |
| Warning or Advisory letter sent to licensee / offender | ate: [Redacted] | |
| Infringement Notice/s issued | ate: N/A | |
| Prosecution brief submitted | ate: N/A | |
| Disciplinary Action memo submitted | ate: N/A | |
| All investigation details completed: <ul style="list-style-type: none"> File/action notes updated on COGS Attachments included on hard file All documents saved to eDocs & attached in COGS Reviewed breach/es against classification, INV type & Act reference & corrected where necessary Is case precedent applicable? | E-Docs 1696755 - voice 697879 - warning INV no. Numerous | |
| Outcome and date completed in COGS | ate: [Redacted] | |
| "Breaches Finalised" box noted (Liquor INV ONLY) | ate: [Redacted] | |
| Has a reinspection been triggered (for warning & above) | ate: [Redacted] | |
| Register updated - Intervention / Pros / DA / Show Cau / 111 variation / Insp referral / Glassing / Reviewable Matters / Telecommunications Searches) - Has the Infringement Administrator been advised | ate: N/A | |
| Complainant advised of result of investigation | ate: N/A | |
| Other relevant parties advised of result of investigation (e.g. other OLGR region or unit / other govt agency etc) | ate: N/A | |

Investigation Completed on: [Redacted]

Investigator: [Signature] Date: [Redacted]

Supervisor / Manager: [Signature] Date: [Redacted]

Investigation Running Sheet

Investigation Details

File Ref No: [REDACTED] Allocated: [REDACTED]
 Inv. Type: Full Inspection Completed:
 Investigator: Rod BROUGH
 Office: Brisbane Liquor

Allegation Details

| Date | Description |
|------|-------------|
| | Sch 4/3/2 |

Defendant Details

| Type | Ref No. | Name |
|--------------|---------|--|
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

Site

Ref No: 1209
 Name: ALBANY CREEK TAVERN
 Licence: 79820 COMMERCIAL HOTEL

Action Notes

| Date | Officer | Action Type |
|-------------|------------|--|
| 04-SEP-2017 | Rod BROUGH | File Notes 8 patrons in the gaming area, the only part of the venue open. [REDACTED] [REDACTED] Recommendation: Nil [REDACTED] |
| 06-SEP-2017 | Rod BROUGH | File Notes Voice recording attached from E-Docs |
| 11-SEP-2017 | Rod BROUGH | File Notes [REDACTED] |

Breaches and Outcomes

| Class | Type | Section | Description |
|-------------|----------------|---------|-------------|
| | | | [REDACTED] |
| Date | Recommendation | Outcome | Detail |
| | | | |
| Class | Type | Section | Description |
| | | | |
| Date | Recommendation | Outcome | Detail |
| 11-SEP-2017 | Warning | Warning | |

Please quote: 195518
Contact officer: Rod Brough
Contact telephone: 322 22846



Queensland
Government

Office of Liquor and Gaming Regulation

Department of
Justice and Attorney-General

The Licensee
ALBANY CREEK TAVERN
AUSTRALIAN LEISURE AND HOSPITALITY
GROUP PTY LIMITED
LEVEL 1, 152 OXFORD STREET
BULIMBA QLD 4171

File copy
Original posted
11/9/2017

Dear Sir/Madam

RE: – ALBANY CREEK TAVERN

On **Sch 4/3/2** Office of Liquor and Gaming Regulation (OLGR) officers conducted a liquor compliance inspection at the Albany Creek Tavern (premises).

During the inspection the following legislative breach was identified:

[REDACTED]
[REDACTED] This action is in breach of sections [REDACTED] of the *Liquor Act 1992* and [REDACTED] of the *Liquor Regulation 2002*.

The above breach was discussed with staff member Stacey Lawrence at the time of the inspection.

I wish to take the opportunity to remind Australian Leisure and Hospitality Group Pty Limited (licensee) of their obligations under sections [REDACTED] of the *Liquor Act 1992* and [REDACTED] of the *Liquor Regulation 2002*.

The licensee is hereby warned that should a breach of [REDACTED] of the *Liquor Act 1992* and [REDACTED] of the *Liquor Regulation 2002* be identified at the premises in the future, consideration will be given to initiating more stringent enforcement action. This action may include the issuance of an infringement notice or prosecution action.

If you require any further information in relation to this matter, please contact Rod Brough, Senior Compliance Officer, OLGR, Department of Justice and Attorney-General on 322 22846 or at rod.brough@justice.qld.gov.au.

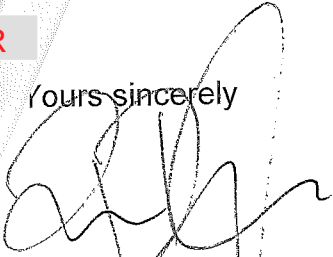
Office of Liquor and Gaming Regulation
63 George St
BRISBANE QLD 4000
Locked Bag 180
CITY EAST QLD 4002

Telephone +61 7 3872 0999
Facsimile +61 7 3872 0998
Email olgrinfo@justice.qld.gov.au
Website www.business.qld.gov.au/liquor-gaming
ABN 13 846 673 994

487

R

Yours sincerely



MICHAEL SARQUIS
Executive Director

11/19/17

Office of Liquor and Gaming Regulation

LIS ALBANY CREEK TAVERN

This checklist is used to determine if the licensee is demonstrating conformity with key indicators and sections of Liquor Act 1992, Liquor Regulation 2002, Gaming Machine Act 1991 and Gaming Machine Regulation 2001

| | |
|--------------|-------------------------------------|
| FRN | |
| Licence No | 79820 |
| Site Name | ALBANY CREEK TAVERN |
| Site Address | 730 ALBANY CREEK ROAD, ALBANY CREEK |

| | |
|--|-----------|
| Individual Licensee / Approved Manager | |
| Person Spoken To | Sch 4/3/3 |
| Position | |
| Phone | |



Albany
Creek Tav...

| | |
|----------|-------------------------|
| Date | Sunday 3 September 2017 |
| Time In | 22:05 |
| Time Out | 22:45 |

| PRE | PRE-INSPECTION INSTRUCTIONS |
|------|--|
| PRE1 | Using the BI Portal's Site Profile Dashboard, print a Site Profile Report for the site to be inspected and review the following: <ul style="list-style-type: none"> - Licence conditions (endorsements) - Any current temporary licence application approvals and RAMP - Compliance activity history and outcomes |
| PRE2 | Review relevant sections of the Act related to this activity type. |

| GO | GENERAL OBSERVATIONS | Result | Details |
|----|----------------------|--------|---------|
|----|----------------------|--------|---------|

Sch 4/3/2

Please quote: [REDACTED]
Contact officer: Rod Brough
Contact telephone: 322 22846



Queensland
Government

Office of Liquor and Gaming Regulation

Department of
Justice and Attorney-General

The Licensee
ALBANY CREEK TAVERN
AUSTRALIAN LEISURE AND HOSPITALITY
GROUP PTY LIMITED
LEVEL 1, 152 OXFORD STREET
BULIMBA QLD 4171

Dear Sir/Madam

RE: – ALBANY CREEK TAVERN

On **Sch 4/3/2**, Office of Liquor and Gaming Regulation (OLGR) officers conducted a liquor compliance inspection at the Albany Creek Tavern (premises).

During the inspection the following legislative breach was identified:

Sch 4/3/2

The above breach was discussed with staff member **Sch 4/3/3** at the time of the inspection.

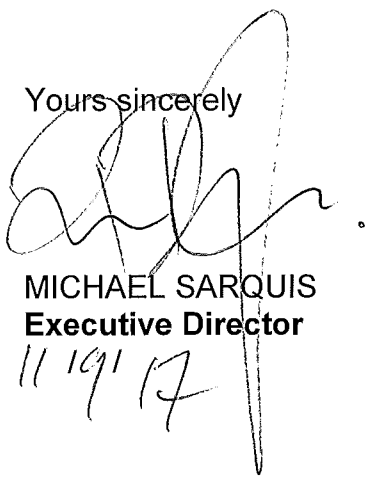
I wish to take the opportunity to remind Australian Leisure and Hospitality Group Pty Limited (licensee) of their obligations under sections [REDACTED] of the *Liquor Act 1992* and [REDACTED] of the *Liquor Regulation 2002*.

The licensee is hereby warned that should a breach of [REDACTED] of the *Liquor Act 1992* and [REDACTED] of the *Liquor Regulation 2002* be identified at the premises in the future, consideration will be given to initiating more stringent enforcement action. This action may include the issuance of an infringement notice or prosecution action.

If you require any further information in relation to this matter, please contact Rod Brough, Senior Compliance Officer, OLGR, Department of Justice and Attorney-General on 322 22846 or at rod.brough@justice.qld.gov.au.

R

Yours sincerely



for

MICHAEL SARQUIS
Executive Director

11/19/17

Please quote: 195518
Contact officer: Rod Brough
Contact telephone: 322 22846

The Licensee
ALBANY CREEK TAVERN
AUSTRALIAN LEISURE AND HOSPITALITY
GROUP PTY LIMITED
LEVEL 1, 152 OXFORD STREET
BULIMBA QLD 4171

Dear Sir/Madam

RE: – ALBANY CREEK TAVERN

On [REDACTED] Office of Liquor and Gaming Regulation (OLGR) officers conducted a liquor compliance inspection at the Albany Creek Tavern (premises).

During the inspection the following legislative breach was identified:

[REDACTED]
Sch 4/3/2

[REDACTED] This action is in breach of sections [REDACTED] of the *Liquor Act 1992* and [REDACTED] of the *Liquor Regulation 2002*.

The above breach was discussed with staff member [REDACTED] Sch 4/3/3 at the time of the inspection.

I wish to take the opportunity to remind Australian Leisure and Hospitality Group Pty Limited (licensee) of their obligations under sections [REDACTED] of the *Liquor Act 1992* and [REDACTED] of the *Liquor Regulation 2002*.

The licensee is hereby warned that should a breach of [REDACTED] of the *Liquor Act 1992* and [REDACTED] of the *Liquor Regulation 2002* be identified at the premises in the future, consideration will be given to initiating more stringent enforcement action. This action may include the issuance of an infringement notice or prosecution action.

If you require any further information in relation to this matter, please contact Rod Brough, Senior Compliance Officer, OLGR, Department of Justice and Attorney-General on 322 22846 or at rod.brough@justice.qld.gov.au.

Yours sincerely

MICHAEL SARQUIS
Executive Director
/ /

Investigation Running Sheet

| Investigation Details | | | |
|-----------------------|--------------------|-------------------|-------------|
| File Ref No: | 197870 | Allocated: | 22-OCT-2017 |
| Inv. Type: | Reinspection Field | Completed: | 30-OCT-2017 |
| Investigator: | Rod BROUGH | | |
| Office: | Brisbane Liquor | | |

| Allegation Details | |
|--------------------|-------------|
| Date | Description |
| 22-OCT-2017 | NIL ISSUES |

| Defendant Details | | |
|-------------------|---------|--|
| Type | Ref No. | Name |
| Organisation | 1249 | AUSTRALIAN LEISURE AND HOSPITALITY GROUP PTY LIMITED |

| Site | |
|-----------------|------------------------|
| Ref No: | 1209 |
| Name: | ALBANY CREEK TAVERN |
| Licence: | 79820 COMMERCIAL HOTEL |

| Breaches and Outcomes | | | |
|-----------------------|----------------|--------------------|--------------------------|
| Class | Type | Section | Description |
| Licensed Premises | Compliance | NA | Compliance Investigation |
| Date | Recommendation | Outcome | Detail |
| 22-OCT-2017 | | No Breach Detected | |