



# Inspection Detail Report

<b>Inspection Details</b>	
File Ref No:	178179
Classification:	Programmed GM
Insp. Type:	Audit
Insp. Sub-Type:	Field
Site:	2392 BEACHMERE HOTEL
Insp. Region:	BRISBANE
Contact Person:	Sch 4/3/3
Enforce. Rec.:	No Further Action
Program:	
Source Desc.:	Created From Inspection FRN: 135105
RG Status:	Committed
Map Version:	04/2009
Referral Rec.:	
Breaches Finalised:	Yes

*lic # 95887*

<b>Officer</b>	<b>Dates</b>
Allocated: Alan BRITCLIFFE	Appointment Made: 14-FEB-19
Date: 10-APR-19	Completion:
	Inspection: 14-FEB-19 03:00 PM
	Duration (Hrs): 1.5
	Cancellation:

<b>Review</b>
Reviewed By: Gerard CARNES
Date:
Result:
To Be Reviewed: Yes
Reason:

Defendants and Breaches						
Type	Ref. No.	Defendant Name	Expiry Date	Outcome Summary		
Organisation	98672	COMISKBY MANAGEMENT SERVICES PTY LTD AS TRUSTEE FOR NEWPUB FAMILY HOLDINGS TRUST		0 ESS, 0 IMP, 0 DES		
Ref. No.	Section	Act	Breach Name	Fixed	Letter	Rating

Persons in Attendance				
Type	Ref. No.	Name	Licence No.	Expiry Date
Person	143848		192702	01-AUG-22

Next Activity				
	Activity Type	Activity Sub-Type	Cycle	Activity Date
Suggested Programmed	Audit		36 Months	14-FEB-22
Suggested Non-Programmed				
Approved Programmed	Audit		36 Months	14-FEB-22
Approved Non- Programmed				

Instructions				
Date	Action Officer	Bringup Officer	Description	Notified Date

Action Notes			
Date	Officer	Action	Results
14-FEB-19	Alan BRITCLIFFE	File Notes	
CO Britcliffe attended the premises and TUW the Nominee [redacted] for the purpose of undertaking a machine gaming inspection.			
During the Inspection there were no issues identified and the premises have very tight controls in place with respect to machine gaming.			
RECOMMENDATION			
It is recommended that the premises remain on normal audit cycle.			

*20/5/19*

**ENTERED**

**COMPLETED**

*20ACS# 1834589*



## Inspection Detail Report

10-MAY-19	Alan BRITCLIFFE	Bringup (Generated)
Inspection 178179 is ready for review.		

# HOTEL AUDIT

(For procedures, refer eDocs #1228475)

#2392

FRN: 178179

Site Name: Beachmere Hotel Licence Number: 73230

Inspector: BRITAIN Date: 14/02/19 Start: 1500 am/pm Finish: 1620 am/pm

## Persons in attendance

Name:	Position:	Licence No./DOB:	Expiry Date:	Current RSG?
Sch 4/3/3	<u>Nominee</u>	<u>192702</u>	<u>01/08/22</u>	<input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No

## Pre-Audit Preparations

- |   | If Breach <input checked="" type="checkbox"/> |
|---|---|
| • Site Profile Report printed and reviewed, e.g. investigations/overnight removal         | <input checked="" type="checkbox"/>           |
| • Review compliance history (to help determine enforcement action after this inspection). | <input checked="" type="checkbox"/>           |
| • Current site plan printed   | <input type="checkbox"/>                      |

## On Site

Has the licensee ensured s73(2) compliance:

- |   | If Checked and OK <input checked="" type="checkbox"/> |
|---|---|
| • Gaming equipment is not readily visible to passing pedestrians              | <input checked="" type="checkbox"/>                   |
| • ATM or EFTPOS machines not located in/or close proximity to the gaming area | <input checked="" type="checkbox"/>                   |
| • ATM machines only for use of debit cards                                    | <input checked="" type="checkbox"/>                   |
| • Gaming must not dominate external signage (if it does, take photo evidence) | <input checked="" type="checkbox"/>                   |

(Regs, Schedule 2, Part 3, Sections 7 - 9)

ATM machine not located in Wagering area (COP)

- |  |                                     |
|--|-------------------------------------|
| • Layout agrees to the approved plan, including ATM's? s91(1)  | <input checked="" type="checkbox"/> |
| • Is EGM supervision adequate? s13 Reg   | <input checked="" type="checkbox"/> |
| • Does the position of the Site Controller allow unfettered access and is it securely sealed and labelled? s290(1) and s292A | <input checked="" type="checkbox"/> |

## Signage

- |   |                                     |
|---|-------------------------------------|
| • Are the Gaming Machine licence (s70), Rules Ancillary (s237) and Gaming Nominee (s209(5)) signs conspicuously displayed?          | <input checked="" type="checkbox"/> |
| • Are the services for problem gamblers conspicuously displayed where ever coins are sold or redeemed? s28 Reg                      | <input checked="" type="checkbox"/> |
| • Is the 'Player Information sign' prominently displayed in gaming area? and brochures available on request(COP)                    | <input checked="" type="checkbox"/> |
| • Is the 'exclusion sign - Getting in over your head' prominently displayed in gaming area? and brochures available on request(COP) | <input checked="" type="checkbox"/> |
| • Is the Gambling too much 'Two Flies' sign displayed in gaming room and at the ATM?(COP)   | <input checked="" type="checkbox"/> |
| • Are GHS takeaway help guides (business or wallet) available in public areas? COP  | <input checked="" type="checkbox"/> |

## Gaming machines

- |  |                                     |
|--|-------------------------------------|
| • Securely fastened, secured with a seal, note stacker secured and audible door alarm in working order (check minimum 5 EGM's) s234(1)(c), s290(1) | <input checked="" type="checkbox"/> |
| • If applicable, do machines in storage meet the physical storage requirements?  | <input checked="" type="checkbox"/> |

None in storage

Important Topics to discuss with Licensee/Representative of Licensee

- What procedures does the venue have in place to prevent minors from playing gaming machines? s254 (1)
- Are procedures in place to ensure minors are prohibited from gaming area (COP)
- Credit betting. Discuss the implications if evidence of credit betting is found at this audit or in the future. s238 (1)
- What procedures are in place to ensure all advertising and promotions for the venue are delivered in a responsible manner? (COP)

RSG Training Register

- Available for inspection s189A(5)(b)
- Fully completed. It must contain s189A(5)(a): 
  - The name of each person employed by the venue that holds a current RSG Certificate; and
  - The date each person commenced gaming duties or tasks at the venue; and
  - The date each person was issued an RG Certificate
- Has any person who does not have a current RSG Certificate carried out any gaming duties or tasks? s189A(1) (see exemptions in Reference document)

Exclusions Register (If Applicable)

- Available for inspection s261J(2)
- Fully completed s261J(1)
- Promotional material not sent to excluded people on Register s261L
- Ensure licensee has a good understanding of exclusion processes.

Exclusion Notices and Orders

- Fully completed (check 3 most recent) s261A(1)
- Are there procedures in place to prevent an excluded person from entering or remaining on the premises adequate? s261I(2)
- Are any exclusion contraventions noted or advised by Licensee? If so ensure Investigations have been advised. s261K(1)
- Is a Customer Liaison Officer (CLO) or other person, who has a current RSG certificate, readily available at all times while gaming is offered?

*2 x CLO Good knowledge*

Monthly self-assessment checklists (Form 75A)

- Available for inspection s264(B)
- Fully completed (check 6 most recent) s264(A)
- Signed by Gaming Nominee within 7 days of the end of the month
- Has the venue identified breaches on Self Assessment Checklist that meet 'site rectified' criteria?

Cash Clearances (Form 40) s39(2) Reg

- Is cash clearance report kept? s298(1)
- Is the cash clearance report fully completed? s298(1) (check previous 3 months)

Manual Payments Register (Form 39) s41(1) Reg

- Are manual payment vouchers kept and fully completed? (view samples from last 3 months)

Site Cheque Limit is: \$ 5000

Sample Cheque Reconciliation for most recent 3 months.

Date of Payment	Payment Amount	Cash Component (if appl)	Cheque Component	Cheque Number	Date bank account debited

*revised  
of 3.*

Accounting Records Kept s308(2)

- Accounting records must be available for inspection by an inspector for at least 1 year after the date of the transaction to which the record relates

Keno and Wagering Activity (For procedures, refer to eDocs # 879934 & 165441)

- Does the licensee conduct any Wagering or Keno on the premises?
- Was a Spot Inspection Conducted (1 in 10 are to be done)? **Circle YES or NO**

FRN's: \_\_\_\_\_

Charitable and Non Profit Activity (For procedures, refer eDocs #165363)

- Does the actual licensee conduct any games on the premises?
- Are terms and conditions readily available for all Cat 4 games conducted?

FRN's: \_\_\_\_\_

**Post-Audit activity**

Letter to write		Reinspection required?		Action note contains all relevant information?	
Compliant	<input type="checkbox"/>	Yes	<input type="checkbox"/>		
Acknowledgement Response	<input type="checkbox"/>	No	<input type="checkbox"/>		
Ordinary post	<input type="checkbox"/>				
Registered Post	<input type="checkbox"/>				

Add notes of any identified Non-Conformities discussed with venue representative and make recommendations (expand in COGS Action Note)

Excellent Compliance NFA.

# Acceptable Evidence of Age

*OLGR QLD Follow the Law RSA Campaign*

The only forms of identification acceptable in Queensland are:

- An Australian Drivers Licence or Permit
- An Australian Passport or International Passport
- An Australian Government issued Proof of Age card. For example an 18+ card
- Other ID Cards approved by the Liquor Licensing Division.

All ID must be valid and current.

## AUSTRALIAN DRIVERS LICENCE

A motor vehicle driver or driver's license or a learner's permit issued to the person by the Department of Transport or another Australian State or Territory. Please note a foreign drivers licence is also an acceptable form of identification only when accompanied by the appropriate English transfer documentation.



## FOREIGN DRIVERS LICENCE

Foreign driver licenses are accepted as evidence of age providing it has a photo and date of birth of the license holder. Where a foreign driver license is not written in English, an international driver permit issued in the foreign country of origin (and including a photo of the license holder and translation) must be presented with the foreign driver license.



## PASSPORT

An Australian or International Passport, which displays a recent photograph and a date of birth written in English.



## PROOF OF AGE CARDS

A proof of age card issued to the person by the Department of Transport or a corresponding public authority or another Australian State or Territory. The only approved proof of age cards are the Victorian Keypass, Australia Post design Keypass and the new Queensland Photo Identification Card (PIC) which replaces the Adult Proof of Age and 18+ Cards. The Adult Proof of Age and 18+ Cards however, are still valid until the card expiry date shown on the front of the card.

The Queensland PIC is available to people 15 years and older so you should not assume the person presenting this type of ID to you is 18 years or over..



## [ID CHECKING GUIDE \(GOV\)](#)



**Remember: Always maintain confidentiality of each patron when checking identification!**



## Responsible Service of Alcohol House Policy

The Beachmere Hotel has a house policy to meet and maintain our obligations with Responsible Service of Alcohol and ensure full compliance with Queensland Liquor Act 1992

Staff will not serve alcohol to any person under the age of eighteen (18) years of age  
Staff will not serve any persons unduly intoxicated  
Service will be refused on the basis of disorderly conduct

### Minors are not permitted

- To consume or be supplied with alcohol at any time even by a legal guardian
- To approach any bar for service
- To be seated at any bar throughout the premises
- To be in any gambling areas (Gaming Room and TAB)
- On the premises after 10pm

### Unduly Intoxicated and Disorderly Patrons

- Licensing laws prohibit liquor supply to disorderly, unduly intoxicated and underage patrons
- Patrons showing signs of undue intoxication or disorderly behaviour will be asked to leave the premises
- This venue will not tolerate any harassment of patrons or staff of any kind and offending patrons will be asked to leave and will be barred from the venue
- Management support staff refusing service for unduly intoxicated patrons
- Customers refusing to leave the premises when asked to do so or continue to act in an unruly, disorderly or repeatable objectionable manner will be referred to Queensland Police and may be subject to on-the-spot fines.



## Venue Staff Are

- Aware of the license conditions and the Taverns policies regarding Responsible Service of Alcohol
- Trained and accredited in RSA
- Aware of their obligations under the Queensland Liquor Act 1992
- Aware of Duty of Care towards patrons including spiking, violence and harassment policies and issues
- Required to check identification from persons appearing to be under the age of 25 years. If no identification acceptable by law can be produced, that person will be refused entry and requested to leave the premises
- Required to record all incidents and issues pertaining to RSA policies in the Hotel's incident register
- Not permitted to serve or allow minors to consume or be supplied with alcohol on the licensed premises at anytime
- Trained in Fire & Evacuation policies and procedures
- Will only provide alcohol in standard measured quantities

## The Beachmere Hotel

- Will consider the amenity of its neighbours and the safety of its patrons at all times
- Engage only in promotions that promote RSA practices and will not encourage rapid or excessive consumption of alcohol
- CCTV cameras are in operation, they monitor and record all entry and exit points as well as other areas of the tavern. Recordings are held for a minimum of 28 days and may be provided to QPS and or Liquor Licensing Division upon request
- A dress code is part of the conditions of entry and conditions clearly advised at point of entry

Entry to these Premises is conditional on complying with, but not limited to the contents of this policy.