




## SMOKING MANAGEMENT PLAN

Premises / Business Name:	<i>The Fictitious Hotel</i>
Situated Address:	<i>Todd Mall, Alice Springs, NT, 0870</i>
Postal Address:	<i>P.O. Box 1234, Alice Springs, NT, 0870</i>
Licensee: Registered Licensee Address:	<i>Joe Fictitious C/- Joe's Accountant - 64 Spearwood Road, Alice Springs, NT, 0870</i>
Nominee:	<i>Bob Fictitious</i>
Licence Number:	<i>1 23 4567 8</i>
Licence Type:	<i>General</i>
Extent of Licence:	<i>Whole property licence to boundary fence - see diagram on back page</i>
For more information about this plan contact:	<i>Bob Fictitious Ph: (08) 8952 0000</i>
Licensee's Signature: 	Print Name: <i>Joe Fictitious</i> Date: <i>6<sup>th</sup> Oct 2010</i>

## REASONS FOR PLAN

*In accordance with Changes to Tobacco Control Regulations of the Tobacco Control Act by the Northern Territory Government as in force January 2010, ban smoking in all enclosed areas and most of the licensed outdoor areas of The Fictitious Hotel.*

*As a premises that holds a general liquor license under the Liquor Act 2010, certain areas of The Fictitious Hotel that satisfy the conditions outlined in the Tobacco Control Regulations have been designated as an exempt area allowing patrons to smoke within*

*those exempt areas.*

*The Fictitious hotel has developed this smoking management plan to comply with the legal requirements for having Outdoor Smoking Areas. This plan provides detailed information on the O.S.A's, including location and boundaries of the O.S.A's, how smoking is managed on the premises and measures for assisting compliance. This plan also promotes and supports the Hotel's Commitment to preventing children from smoking and minimising exposure of the staff and patrons to environmental tobacco smoke.*

*This plan is made to comply with Tobacco Control Act, Part 2 of the Tobacco Control Regulations 2010 and the Enclosed Area Guidelines.*

**Tobacco Hotline NT: 1800 888 564**

### **OUTDOOR SMOKING AREA/S (OSA/s)**

No. of OSA/s:		% of total outdoor liquor licensed area:	
Location/s:	<i>O.S.A #1 far wall of side courtyard.</i> <i>O.S.A #2 raised platform to rear of beer garden.</i>		
Buffer/s:	<i>O.S.A #1 has a two metre wide buffer all around, half of O.S.A #1's buffer is contained within O.S.A #1.</i> <i>O.S.A #2 has a two metre wide buffer half contained in O.S.A #2. O.S.A #2 also has a 2.1 metre tall buffer.</i>		

### **SIGNAGE**

TYPE OF SIGN	DISPLAY LOCATION
No-smoking*	<i>Front entrances</i>
Notice of Availability of Smoking Management Plan*	<i>In Both O.S.A's</i>
Other	<i>No smoking signs in O.S.A's, loading docks and car parks.</i>

\*Legally required

## MANAGEMENT OF SMOKING

### MINIMISING ENVIRONMENTAL TOBACCO SMOKE

*The Fictitious Hotel is managing smoking and smoking issues through the following actions:*

- *Establishing two O.S.A's where smoking and drinking is allowed, and banning smoking at all other licensed areas at the Hotel.*
- *Directing patrons who wish to smoke to one of the O.S.A's.*
- *Instructing staff who wish to smoke to use O.S.A 1*
- *Ensuring that within each O.S.A there is no:*
  - *Serving of food or drink by licensed premises staff*
  - *Provision of prohibited entertainment*
  - *Gaming machines*
- *Ensuring that ashtrays, smoker's bins are located only in the O.S.A's.*
- *Providing training to staff so that they know how to immediately and adequately address non-compliance (see Staff Training and Complaint Handling sections of this plan)*
- *Ensuring that tobacco retailing legal requirements are met, including: not selling tobacco products to children (under the age of 18 years) ; always asking for identification unless satisfied the customer is an adult; locating tobacco vending machines in the correct areas; and taking reasonable action to prevent access to tobacco vending machines by a child.*
- *Making available information on smoking and passive smoking to patrons, upon request.*

## STAFF TRAINING

### LIST STAFF TRAINING AND INSTRUCTION PROVIDED

*The Fictitious Hotel is providing training and regular instruction to staff to ensure that the tobacco laws are met.*

- *Staff are made aware of where patrons and staff can and can't smoke at the Hotel.*
- *Staff are made aware if they or patrons smoke in a no-smoking area they can be subject to an on the spot infringement notice of \$100.*
- *Staff are made aware that the licensee of The Fictitious Hotel can be held responsible if a person smokes in a no-smoking area. Penalties of up to \$2200 for an individual or \$11,000 for a body corporate may apply if an offence is proven in court.*
- *Staff are instructed that if they see a patron smoking in a no-smoking area they must:*
  - a. *direct the patron to stop smoking immediately, and tell them that they are breaking the law if they don't stop smoking*
  - b. *immediately cease food or drink service to the patron if the patron does not follow their direction to stop smoking.*
  - c. *involve the Duty Manager if the situation is escalated or the complaint is complex.*
- *Staff are instructed that if they see a staff member smoking in a no-smoking area they must report it to their supervisor.*
- *Staff are instructed to not serve patrons food or beverages in a buffer or O.S.A. At staff meetings there are discussions about how staff are going with enforcing the no smoking rules, and practical ways to solve any problems they may be having.*
- *Staff are trained in tobacco retailing legal requirements, and a written record of this training is placed on their staff file.*

## COMPLAINTS AND COMPLIANCE PROCEDURES

*The Fictitious Hotel resolves complaints about smoking on the premises quickly and in a transparent manner. While all staff at The Fictitious Hotel enforce the tobacco laws by*

*directing patrons to stop smoking in no-smoking areas, difficult situations and complaints are referred to the Duty Manager.*

*Upon receiving a complaint, the Duty Manager determines the nature of the complaint. If it is legitimate, the following measures are taken:*

- inform the patron about the legal requirements, including an on-the-spot-fine.*
- stop food or drink service while the patron is smoking in a no-smoking area*
- keep a written record of the incident and action taken.*

*If the complaint has no basis the Duty Manager will take no further action. If the patron is not satisfied with the outcome, the Duty Manager will direct them to the Tobacco Hotline NT 1800 888 564.*

#### *Reviewing the Plan*

*The Fictitious Hotel will know that this Smoking Management Plan is being implemented successfully by obtaining regular feedback from staff at staff meetings, and by monitoring the number of incidents where patrons smoke in no-smoking areas.*

*The Smoking Management Plan will be reviewed by 1<sup>st</sup> July 2011.*

#### **LIST OF ATTACHMENTS (IF ANY)**


## DIAGRAM/ ILLUSTRATION OF OUTDOOR AREA/S

Please show and label the following:

- Outdoor eating area/s
- Outdoor smoking area/s
- Buffer/s
- Footprint of the liquor licensed area\*

