



## RISK-ASSESSMENT MANAGEMENT PLAN



BIL 004

*Liquor Act 2010*  
*Liquor Regulation 2010*

**IMPORTANT**

This form is to be used to submit a Risk-Assessment Management Plan (RAMP) for approval or amendment under the *Liquor Act 2010* (the Act). You can access the legislation and its regulation at [www.legislation.act.gov.au](http://www.legislation.act.gov.au). You may also obtain further information and forms at [www.ors.act.gov.au](http://www.ors.act.gov.au).

**PRIVACY**

The *Liquor Act 2010* authorises the Commissioner for Fair Trading (the Commissioner) to collect the personal information required by this form for the purposes of assessing the RAMP for a licensed premises where liquor is consumed on the premises or a commercially permitted premises. The Commissioner prevents any unreasonable intrusion into a person's privacy in accordance with the *Privacy Act 1988* (C'wlth). The Commissioner provides identifiable information to law enforcement organisations and authorised organisations that have legal authority to request information under prescribed circumstances.

**CONTACT****Office of Regulatory Services**

Office Hours

General enquiries

Fax number

Email

Website

GPO Box 158, Canberra ACT 2601

255 Canberra Avenue, Fyshwick ACT 2609

9:00am to 4:30pm Monday to Friday

(02) 6207 3000

(02) 6207 0424

[ors.bil@act.gov.au](mailto:ors.bil@act.gov.au)[www.ors.act.gov.au](http://www.ors.act.gov.au)**INSTRUCTIONS FOR COMPLETION**

- If applying for a general, on, club or special licence, or a commercial permit the RAMP form must be provided with the completed application form. Complete all sections.
- If amending an approved RAMP, only complete the relevant sections.
- Read the Further Information prior to completing the RAMP.
- A fee is payable only for an amendment to an approved RAMP. Separate fees for licences and permits are identified on the relevant forms. All methods of payment will be accepted at the Office of Regulatory Services (ORS) shopfront. A cheque or money order made out to the "Office of Regulatory Services" or credit card payment authority will be accepted by post. If you fax the application form and do not complete the credit card payment authority, please post a cheque or money order to the below address attached to the payment details page. A licence or permit will not be issued until payment of the fee has been received.

**Return completed forms**

In Person:	By Post:	Fax to*:	Email to**:
Office of Regulatory Services 255 Canberra Avenue Fyshwick ACT 2609 Hours: 9.00am – 4.30pm	Office of Regulatory Services Business and Industry Licensing GPO Box 158 Canberra, ACT 2601	(02) 6207 0424 *Only credit card payment can be accepted via fax.	<a href="mailto:ors.bil@act.gov.au">ors.bil@act.gov.au</a> **Payment can not be accepted via email. Remove and submit the signed payment details page of the application form to ORS with preferred payment method.

**TRANSLATING AND INTERPRETING SERVICE**

If you require further information or require advice, a language assistance service is available by phoning the Translating and Interpreting Service (TIS) on 13 14 50.

## FURTHER INFORMATION ABOUT A RISK-ASSESSMENT MANAGEMENT PLAN

### **Risk-Assessment Management Plan (RAMP)**

All applications for a licence which authorise liquor to be sold and consumed on the premises (general, on, club or special licences), or a commercial permit, require a Risk-Assessment Management Plan (RAMP) to be provided to the Commissioner for approval. The RAMP is a plan that details the procedures, practices and arrangements for conducting the business of selling liquor at the premises.

At any time the licensed or permitted premises or risks change substantially, the RAMP may be amended and submitted to the Commissioner for re-approval.

A RAMP is not required to be supplied with a renewal of a licence - provided there have been NO substantial changes to the premises, procedures or practices. If this is not the case, an amended RAMP must be submitted with the renewal application. Examples of situations that would require a RAMP to be amended could include a change in: trading hours; type of business; procedures; or staff in charge of evacuation procedures.

A RAMP is required to be submitted with each new application for a commercial permit. If an approved RAMP is suitable for multiple events, it may be re-submitted.

This pro forma is to be used to assist you in completing a RAMP for the premises. The pro forma is a guide only; any special procedures, practices, or arrangements etc put in place for other identified risks at the premises must be detailed on the pro forma on page 16.

Other risks that may be relevant to the premises include: adult entertainment, advertising, outdoor cafes/dining, under-age events, and private functions. Where applicable, these matters should be addressed in the RAMP.

Instructions for completing the RAMP are provided on page 4. You may also take into consideration *AS/NZS ISO 31000:2009 – Risk Management – Principles and Guidelines* in drafting the RAMP.

### **RAMP amendment fee**

There is no separate fee for the submission of the RAMP. Fees applicable to the various types of licences or a commercial permit are available by contacting ORS on (02) 6207 3000.

You are also able to find out the RAMP amendment fee at this number.

Payment can be made by credit card, cheque or money order made payable to the "Office of Regulatory Services". EFTPOS and cash will be accepted only at the ORS shopfront at 255 Canberra Avenue, Fyshwick ACT 2609.

### **Personal information**

Details of all licence and permit applications including personal information such as your name and date of birth are collected and held by ORS and specific details are made available to the public via the public register. You can ask ORS to remove or not place personal information on the public register. However, for this to occur ORS must be satisfied that the safety or well being of any person would be affected by not suppressing the information and that suppression would, on balance, be in the public interest.

You can forward reasons why your personal information should not be included on the public register to the Commissioner for Fair Trading, Office of Regulatory Services, GPO Box 158, Canberra ACT 2601.

You can also access the personal information ORS is holding about you. You can ask ORS to make appropriate amendments to ensure that the personal information is accurate, relevant, up-to-date, complete and not misleading. Contact Business and Industry Licensing, Office of Regulatory Services, GPO Box 158, Canberra ACT 2601, or on (02) 6207 0562 for assistance.



# RISK ASSESSMENT MANAGEMENT PLAN


**BIL 004 – PART A**
*Liquor Act 2010*  
*Liquor Regulation 2010*

DEPARTMENT OF JUSTICE &amp; COMMUNITY SAFETY

APPLICATION TYPE		Lic No. <i>(office use only)</i>
<input type="checkbox"/> RAMP approval for new LICENCE application	<input type="checkbox"/> RAMP approval for new COMMERCIAL PERMIT application	
<input type="checkbox"/> Amendment to Approved RAMP	Current RAMP approval number:	
Section amended <i>(tick all relevant)</i>	<input type="checkbox"/> Premises	<input type="checkbox"/> Premises Safety
	<input type="checkbox"/> Security & Surveillance	<input type="checkbox"/> Community Impact
	<input type="checkbox"/> Responsible Service of Liquor	<input type="checkbox"/> Other

LICENSEE / PERMIT-HOLDER DETAILS
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SURNAME / ENTITY NAME	FIRST NAME	TITLE (Mr, Ms,
POSTAL ADDRESS	STATE	COUNTRY
DAYTIME PHONE	FAX	
( )	( )	
MOBILE	EMAIL ADDRESS	
TRADING / PREMISES NAME		
LICENSED / PERMITTED PREMISES ADDRESS	STATE	POSTCODE
	ACT	
LICENCE CLASS <i>(if applicable)</i>		

OFFICE USE ONLY			
Received via:	Received by	Date:	Time
Counter / Fax / Email / Post		/ /	: Hrs
Entered into IBS by		Date Entered into IBS	/ /

## COMPLETING THE RISK-ASSESSMENT MANAGEMENT PLAN

The following parts comprise the pro forma for completing the Risk Assessment Management Plan (RAMP), required for licensed (general, on, club, or special) or commercially permitted premises. Headings have been included as a guide to what must be considered in developing the RAMP; however additional information must be detailed if further procedures, practices or arrangements will be put in place for the premises. The *Guide to Completing a Risk-Assessment Management Plan* provides further details regarding what is expected to be included in a RAMP for each premises risk category.

The following matters must be addressed in a RAMP:

1. Arrangements at the premises with respect to:
  - Type of business to be operated
  - Opening and Trading hours
  - Entry and exit of the premises – describe the procedures for access, queuing and counting patrons
2. Premises Safety
  - Fire safety
  - Lighting – describe lighting within and outside premises for security and safety purposes, including emergency exit lights
  - Occupancy loadings – describe the procedures for counting the number of people in public areas, evacuation procedures, and the staff trained in these procedures
  - Safety procedures
3. Responsible Service of Liquor
  - Description of measures taken by licensee / permit-holder to ensure responsible service of liquor (see the *Guide to completing a RAMP* for a full explanation of what is to be included)
  - Description of practices and training required for employed persons to ensure responsible service of liquor, including completion of Responsible Service of Alcohol course
  - Procedures – describe how intoxicated and disorderly patrons will be identified and dealt with
  - Types of liquor sold
  - Food and water – describe the food and free water that will be available
  - Children and young people – describe management practices to prevent, identify and deal with minors in adults-only areas
4. Security
  - Crowd controllers – how many will be employed, what procedures they will utilise in managing patrons, and their usual responsibilities
  - Surveillance equipment – describe closed circuit tv system used at or for the premises and procedures for storage and retrieval
  - Procedures – describe how intoxicated and disorderly patrons will be identified and dealt with
5. Community Impact
  - Transport – describe transport services available to patrons leaving the premises, and procedures implemented by licensee/permit-holder if transport unavailable
  - Noise – describe noise mitigation strategies to monitor and reduce noise levels, prevent impacts on surrounding areas, and processes for dealing with complaints
  - Surrounding areas - describe procedures to maintain the amenity of surrounding areas, specifically; schools, places of worship, hospitals and residential areas. e.g. litter, noise, parking, leaving patrons at closing time, generators, and empty kegs
  - Describe the liquor accords to which the licensee/permit-holder is a party to

Fill in the shaded fields with the relevant information and insert the proposed risk management procedures and practices in sufficient detail for the Commissioner to be satisfied that the plan meets the harm minimisation and community safety principles of the *Liquor Act 2010*.

**PREMISES INFORMATION**

This is the Risk-Assessment Management Plan for [*premises address* \_\_\_\_\_] operating as a [*type of business e.g. hotel, club, restaurant* \_\_\_\_\_] under the name of [*trading name* \_\_\_\_\_]. The [licensee/permit-holder] for the premises is [*licensee/permit-holder name* \_\_\_\_\_].

It is proposed that the premises will be open to the public at the following times:

DAY/S	FROM	TO	FROM	TO	FROM	TO
MONDAY						
TUESDAY						
WEDNESDAY						
THURSDAY						
FRIDAY						
SATURDAY						
SUNDAY						

During the above times, the proposed trading hours for the sale of liquor are:

DAY/S	FROM	TO	FROM	TO	FROM	TO
MONDAY						
TUESDAY						
WEDNESDAY						
THURSDAY						
FRIDAY						
SATURDAY						
SUNDAY						

Are there any Designated Outdoor Smoking Areas? If **No**, go to the next section.  
If **Yes**, complete the following information.

 No

 Yes

There are [*number* \_\_\_\_\_] Designated Outdoor Smoking Areas, located at [*location/s* \_\_\_\_\_].  
These areas will be managed in accordance with relevant smoking laws by:

**PREMISES SAFETY**

There are a total of [*number* \_\_\_\_\_] exits to the premises. The entry and exit of patrons will be counted, monitored and managed in the following manner to ensure the occupancy loading is maintained:

In the event of an evacuation, people will be moved from each public area in the following manner:

The following staff members (name or position) have documented training in the implementation of the above entry and evacuation procedures. Their roles, including when other staff are absent, are:

The emergency exits of the premises will remain unimpeded at all times. This will be ensured by:

The following general and fire safety procedures are in place for the premises:

Taking into consideration employee and patron safety, during opening hours the interior of the premises will be lit by\*:

\* Note: Lighting must be in accordance with *AS/NZS 1680.0:2009*

Taking into consideration employee, patron and community safety and security, the exterior of the premises will be lit by\*:

\* Note: Lighting must be in accordance with *AS/NZS 1680.0:2009*

**RESPONSIBLE SERVICE OF LIQUOR**

The following kinds of liquor will be sold at [*trading name* \_\_\_\_\_ ]  
(e.g. wine, spirits, RTD wine or spirits, low-strength beer).

•	•	•
•	•	•
•	•	•
•	•	•

The [licensee/permit-holder] will ensure the responsible service of liquor at [*trading name* \_\_\_\_\_ ]  
by doing the following:



The [licensee/permit-holder] will ensure employees provide for the responsible service of liquor at [*trading name* \_\_\_\_\_] by doing the following:

All persons\* employed to work at [*trading name* \_\_\_\_\_] by the [licensee/permit-holder] will be required to undertake an ACT-approved Responsible Service of Alcohol training course prior to commencing employment. This will be ensured by doing the following:

*\* Note – Only persons employed to supply liquor at the licensed/permitted premises and crowd controllers are required by the Act to hold a RSA certificate.*

Has the Commissioner determined any adults-only areas for the premises? If <b>No</b> , go to “drinking water”. If <b>Yes</b> , complete the details below.	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Children and young people are not to be within a designated adults-only area except in accordance with the <i>Liquor Act 2010</i> . This will be ensured by:		
If children and/or young people are identified in a designated adults-only area in contravention of the <i>Liquor Act 2010</i> they will be dealt with and removed from the adults-only areas in the following manner:		

Free drinking water will be dispensed at the following locations by the following means:

The following types of food will be available for purchase from the premises:

Outside of normal meal hours, the following types of food in sufficient quantity and quality to meet demand will be available for purchase from the premises. The food will be provided/prepared/delivered by the following means:

**SECURITY & SURVEILLANCE**

The following surveillance and monitoring equipment / devices / methods will be used at [*trading name* \_\_\_\_\_]. They can be accessed by the listed people/employees in the following situations:

These records will be stored and made available to the Commissioner, Investigators or Police in the following manner:

Will there be crowd controllers or security staff employed at the premises?  
If **No**, go to "intoxicated people". If **Yes**, please complete details below.

 No

 Yes

There will be [*number* \_\_\_\_\_] crowd controllers employed at [*trading name* \_\_\_\_\_].  
Their responsibilities will be to:

Crowd controllers will be employed on the premises during the following times:

Intoxicated people will be identified and dealt with by the following means:

Disorderly people will be identified and dealt with by the following means:

**COMMUNITY IMPACT**

The transport options available for [trading name \_\_\_\_\_]'s patrons leaving the premises are:

The location of the nearest public transport from [trading name \_\_\_\_\_] is located at: [detail location of nearest public transport \_\_\_\_\_].

[trading name \_\_\_\_\_] has the following arrangements available to assist patrons to access transport upon leaving the premises:

Noise produced by patrons outside [trading name \_\_\_\_\_], including in outdoor dining areas and leaving the premises, will be monitored and mitigated by doing the following:

*Note – Noise standards for different noise zones are dealt with in the Environment Protection Regulation 2005*

Will there be amplified entertainment provided at the premises?

If **No**, go to “amenity”. If **Yes**, please provide details below.

No

Yes

Noise produced by entertainment at [trading name \_\_\_\_\_] will be monitored and mitigated by doing the following:

*Note – Noise standards for different noise zones are dealt with in the Environment Protection Regulation 2005*

The impact of [*trading name* \_\_\_\_\_] on the amenity of the surrounding areas will be mitigated by doing the following:

Are there any places of worship, schools, residential areas or hospitals nearby?

No

Yes

If **No**, go to "liquor accords", if **Yes**, please provide details below:

[*trading name* \_\_\_\_\_] is located near [list names of places of worship, schools, hospitals or residential areas \_\_\_\_\_].

The impact on the amenity of these locations will be mitigated by doing the following:

The [licensee/permit-holder] is a party to the following described liquor accords:

**OTHER PROCEDURES, PRACTICES AND ARRANGEMENTS**

Other relevant information for staff and crowd controllers in relation to other identified risks, and the procedures, practices and arrangements at [*trading name* \_\_\_\_\_] to ensure harm is minimised and that community safety is maintained.





## BUSINESS AND INDUSTRY LICENSING

**RISK ASSESSMENT MANAGEMENT PLAN  
AMENDMENT – PAYMENT DETAILS**


**APPLICANT DETAILS** This page is to be completed and attached if payment is not provided with the submitted application form.

Name/Corporation:

Provide a mailing address for the tax invoice:

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**FEE QUERIES**

For queries regarding the relevant fees, please contact ORS Business and Industry Licensing during business hours quoting 'RAMP amendment fee'.

Office of Regulatory Services  
255 Canberra Avenue,  
FYSHWICK, ACT 2609

Telephone: (02) 6207 0562

Email: [ors.bil@act.gov.au](mailto:ors.bil@act.gov.au)

The fee for this application is \$ **.00** (GST exempt)

The JACS ABN is: 41 562 230 918

**SUBMISSION DETAILS**
**Option 1: In Person**

Office of Regulatory Services  
255 Canberra Avenue  
FYSHWICK ACT 2609

**Option 2: Mail**

Office of Regulatory Services  
Business and Industry  
Licensing  
GPO Box 158  
CANBERRA CITY ACT 2601

**Option 3: Fax\***

(02) 6207 0424  
Only credit card  
payment can be  
accepted via fax.

**Option 4: Email\***

[ors.bil@act.gov.au](mailto:ors.bil@act.gov.au)  
Payment can not be accepted via  
email. Remove and submit this page  
for payment through Option 1, 2 or 3.  
Submit remainder of application form  
via email.

**CREDIT CARD PAYMENT AUTHORITY**

Please charge payment of the application fee to my:

VISA card

MasterCard

Credit Card Number

□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□
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Expiry date

□	□	/	□	□
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**CARD HOLDER'S AUTHORISATION:** I consent to the Office of Regulatory Services debiting the following amount from my credit card to the value of \$ ,  **.00**

\_\_\_\_\_  
Card holder's full name

\_\_\_\_\_  
Card holder's signature

\_\_\_\_\_  
Date

/ /