

Design Guidelines for Licensed Venues



DEPARTMENT
OF JUSTICE





foreword



The *Design Guidelines for Licensed Venues* aim to facilitate improved safety for patrons and staff of licensed premises through careful consideration of the physical environment both internal and external to the venue. In building and refurbishing licensed venues, it is important for architects, planners and licensees to consider the effects that design can have on the behaviour of patrons and staff and equally the impacts of design outside the premises.

The *Design Guidelines for Licensed Venues* set out principles and design responses, both internal and external to the venue, for new and existing premises. The guidelines recognise that licensed venues are each unique. The guidelines provide principles to apply without compromising the elements that make venues unique and attractive to patrons.

By 'designing in' elements that encourage safe practices and minimise opportunity for anti-social behaviour and negative amenity impacts, the guidelines assist in creating safe licensed venues. Ultimately, the focus on safety by design will help to ensure that licensed venues are safe, welcoming and attractive places for patrons, staff and the community.

Creating safe venues and surrounds is good for patrons, business and the community. I commend the *Design Guidelines for Licensed Venues* and look forward to seeing the application of them in many new and existing licensed venues throughout Victoria.

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Director of Liquor Licensing



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introduction



Melbourne is recognised as one of Australia's premier cities for entertainment and nightlife. Central to this image are Melbourne's many hotels, bars and late night entertainment venues, particularly within the diverse inner-city. Safety in licensed premises and inner-city entertainment precincts is paramount to maintaining this valued character.

A key step to promoting safety in Melbourne's nightspots was taken in 2003, when the then Victorian Minister for Police and Emergency Services established the Inner City Entertainment Precincts Taskforce to provide advice on safety and security in Melbourne's inner-city entertainment precincts. One of the taskforce's recommendations was to develop Design Guidelines for Licensed Venues.

The purpose of this tool is two-fold. Firstly, it may be used to build awareness of potential safety issues and to promote safer design principles in licensed premises. Secondly, on a practical level, it seeks to establish cost-effective and straight-forward design and to assist in safety management responses to address common safety issues affecting licensed premises in Melbourne.

The guidelines have been developed to support operators and designers of licensed premises in creating safer venues. It does not replace relevant building and planning regulations but rather seeks to promote best-practice for reducing the opportunity for violence and anti-social behaviour in licensed premises. Before undertaking any works within the venue, operators should ensure that construction or modifications of the venue meet all relevant planning and building regulations. The creation of the guidelines is supported by the Office of the Victorian Government Architect, established within the Department of Premier and Cabinet to provide leadership and strategic advice across Government in relation to architecture and urban design.

Good design is a prerequisite for a healthy, sustainable and attractive built environment that is accessible to everyone, and public safety is a core objective and measure of its success. The engagement of a suitably qualified and experienced architect when designing new or renovating existing premises is recommended as a key ingredient in achieving successful design and operational outcomes.



the guidelines seek to provide cost effective and straight forward design and layout responses; creating clear sightlines through heavy traffic areas as above





internal and external measures should be considered without limiting design creativity or innovation, intimate spaces can be created without compromising the visual access of staff and crowd controllers

Addressing Violence, Anti-Social Behaviour and Amenity Impacts

The guidelines outline design and layout responses to address issues of anti-social behaviour and violence. Anti-social behaviour may be legal or illegal and includes offensive, indecent or violent behaviour. The guidelines also incorporate design and layout responses to minimise amenity impacts (for example, noise, litter, vandalism) on adjacent properties. These elements (anti-social behaviour, violence and amenity impacts) are often inextricably linked and can be exacerbated by the presence of alcohol and / or drugs.

Focus on Late Night Premises in Melbourne's Inner-City

The particular focus for the guidelines is on late night premises operating in Melbourne's inner-city entertainment precincts, although it is anticipated that it will have wider application to licensed premises throughout Victoria. Late night venues can include a range of different places and typically include bars, pubs, clubs and nightclubs that serve alcohol beyond 1am.

Design Responses for Internal and External Spaces of a Venue

The guidelines seek to improve safety for patrons and staff through careful consideration of the physical environment including:

- internal measures, such as venue layout and design, the placement of signs, furniture and other items as well as lighting, climate control and noise attenuation, and
- external measures, including management of the streetscape and public spaces adjacent to licensed premises.

It is emphasised that the guidelines are not intended to be prescriptive or to limit design creativity or innovation. Rather, it seeks to provide a framework for the safer design and layout of licensed premises (identifying principles such as clear lines of sight, for example) to address the relationship between the built environment and the behaviour of patrons and staff.



guiding principles



The guidelines seek to create well designed, safer spaces in licensed premises for patrons and staff. More specifically, the guidelines will assist investors, licensees and operators of licensed premises to understand key issues impacting on behaviour as well as assisting designers, architects and planners to:

- devise well designed spaces which reinforce positive behaviours, and maintain these spaces over time
- maintain clear lines of sight and maximise opportunities for passive surveillance of spaces
- reduce congestion and crowding inside venues and at venue entrance points
- ensure that all areas of a venue are designed and managed for their purpose
- promote better communication between staff and patrons (through signs and other indicators), and
- ensure safety in public spaces and reduce overall amenity impacts on adjacent properties.



design and maintain spaces to reinforce positive behaviour, ensure adequate circulation space around bar service areas to decrease accidental bumping



circulation spaces, including stairs are kept free of clutter and offer good visual access between spaces

The guidelines outline the key design elements for functional areas within late night venues, and are expressed in terms of six spatial elements. These elements are divided into two parts: external spaces and internal spaces.

The guidelines will assist in decision making throughout the design process when designing or redesigning key spaces of a venue.

External spaces are discussed in terms of the following themes:

- **Element 1** - Entries, Exits and Queuing, and
- **Element 2** - Footpaths, Laneways, Car Parks and Public Space.

Four themes are discussed for internal spaces:

- **Element 3** - Patron Activity Area
- **Element 4** - Toilets
- **Element 5** - Outdoor Drinking, Dining and Smoking Areas, and
- **Element 6** - Common Areas.

Each element is articulated within the following framework:

- **Issues** - the reported safety challenges in licensed premises
- **Principles** - the desired outcomes to address the issues, and
- **Recommended Responses** - the recommended actions to achieve the desired safety outcomes.

The Recommended Responses are represented in two parts:

- options appropriate for the design of **new venues or those being renovated**, and
- cost-effective and straightforward design and management responses for **all venues**.

This is intended to show that all venues - not just new or re-designed ones - have the opportunity to implement principles of safer design in appropriate and economical ways.

part 1: external issues

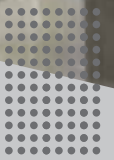
“cost effective and straight forward options for all venues; new and existing”

Bar design offers visual access to both internal and external areas of the venue, is elevated, and has clear circulation spaces for patrons to access service areas.





element 1: entries, exits and queuing





element 1: entries, exits and queuing



element 1: focuses on entries, exits and points of queuing in a venue

Entries and exits are the interface between a venue and the street. These spaces are often designed as the public ‘face’ of a business and offer the first and last impressions of the venue to patrons. The street interface creates opportunities for passive surveillance: perceptions of safety are increased, and antisocial behaviour is less likely, when passers-by can see into a venue, and in turn be seen by patrons inside.

Some premises have a single entry and exit; others have several. Nevertheless, there are a range of common issues and principles that apply to these spaces to ensure patrons are moved safely between the venue and the street.

entries

Entries are the crucial point to either allow or refuse patrons access to a venue and to communicate effectively about what constitutes acceptable behaviour whilst inside. They are all the more important if patrons are moving regularly between the venue and the street outside. It is paramount that entries are free of congestion and that they are designed to move people swiftly between the street and the venue.

It is worth noting that in the case of an emergency, patrons usually will seek to exit using the same door they used on the way in. To this end, entries should be clear of obstacles (for example, cash points) and facilitate emergency access for ambulance staff and police if required.

exits

Exits are of equal importance. Supervised points of exit allow staff to survey patrons exiting onto the street, and ensure drinks or glasses are not removed from the venue. In some venues, exits and entries are the same space and in most cases, the issues and principles that affect them are the same.

Essentially, exits should be designed to provide a transition to separate the party atmosphere inside from the street outside. This is critical at closing time when large groups of people leave the venue at the same time. Similar to entries, they should be maintained free of congestion.

queuing

Some venues have queuing arrangements which are usually either on the street or inside the venue. Due to problems of noise, it is preferable for queuing to occur inside or for that noise to be managed. If queues are on the public footpath, sufficient space should be allocated for other pedestrians to pass at all times. The need to avoid conflict between patrons and passers-by is paramount. This can usually be



entries are free of congestion and designed to move people swiftly between the street and the venue



entries should be free of congestion, especially if patrons are frequently moving between the venue and the street



at entry points create the capacity to control the conditions of entry, through the changing of levels and design elements

addressed by maintaining adequate space for pedestrians to pass and minimising footpath congestion (which can lead to patrons competing for their position in the queue). In general, queuing areas should be designed to minimise the time patrons are waiting in public spaces, which can reduce the adjacent amenity impacts on public spaces and private property. Queues also represent an excellent opportunity to ‘screen’ potential patrons and to communicate what constitutes acceptable behaviour whilst inside.

Patron Numbers

Various regulations exist to determine patron numbers within venues. Maximum capacities are endorsed on all General Licences and On-Premises Licences where amplified music is provided. Planning and occupancy permits and building codes will specify maximum patron numbers.

Surveillance Camera References

The installation of surveillance camera equipment can be a complex and expensive process. It is paramount that licensees and designers are well-informed about their responsibilities and options.

Some venues will have a condition on their liquor licence requiring the installation of security cameras. These venues should have regard to whether the proposed system for external use will meet the prescribed standards. Such licensees should consider the application of section 18B of the *Liquor Control Reform Act 1998* and the *Liquor Control Reform (Amendment) Regulations 2008*.

Australian Standards exist to guide selection, installation and maintenance of CCTV and include:

- *Closed Circuit Television (CCTV) - Application Guidelines (AS 4806.2-2006)*, and
- *Closed Circuit Television (CCTV) - Management and Operation (AS 4806.1-2006)*.

Closed Circuit Television (CCTV) and Security Cameras

The term ‘CCTV’ refers to the use of street-based video-camera equipment for surveillance. The term ‘security camera’ refers to a similar technology for use in internal spaces.

Surveillance cameras can be particularly useful in licensed premises when used at the entry / exit of a venue to record patrons arriving and leaving. Surveillance cameras have three main applications as follows.

- **As a crime deterrence:** Use of surveillance cameras as a criminal deterrence is most likely to succeed as part of a broader crime reduction strategy with active monitoring and where police are able to respond quickly to a developing incident.



- **For criminal prosecution:** The most effective application of surveillance cameras is as a forensic tool to identify the offender in a crime or to eliminate suspects. For it to be effective in criminal prosecution, images must be of a high quality.
- **For enhancing community safety:** The visible presence of surveillance cameras (particularly CCTV in public spaces) can enhance perceptions of safety within the community, which is constructive in developing public confidence.

Issues

The potential issues with entries, exits and queues can include:

- conflict between patrons or between patrons and passers-by (linked to long wait times or insufficient space to queue)
- staff unable to monitor patrons on the way in or out of a venue
- conflict between patrons and staff (particularly if entry is refused)
- noise or litter impacts on adjacent public space or private property, and
- loitering or anti-social behaviour in the street after leaving a venue.

Principles

The key matters to address for entries, exits and queues are to:

- maximise passive surveillance
- safely move patrons between the venue and the street
- avoid congestion, crowding and loitering
- create the capacity to control conditions of entry
- communicate effectively with patrons regarding management of expectations, to avoid conflict later
- separate the party atmosphere inside from the quiet street outside, and
- minimise amenity impacts (such as noise, light and litter) on adjacent public spaces and private property.



maximise opportunities for passive surveillance of public spaces through the use of design options including windows and balconies



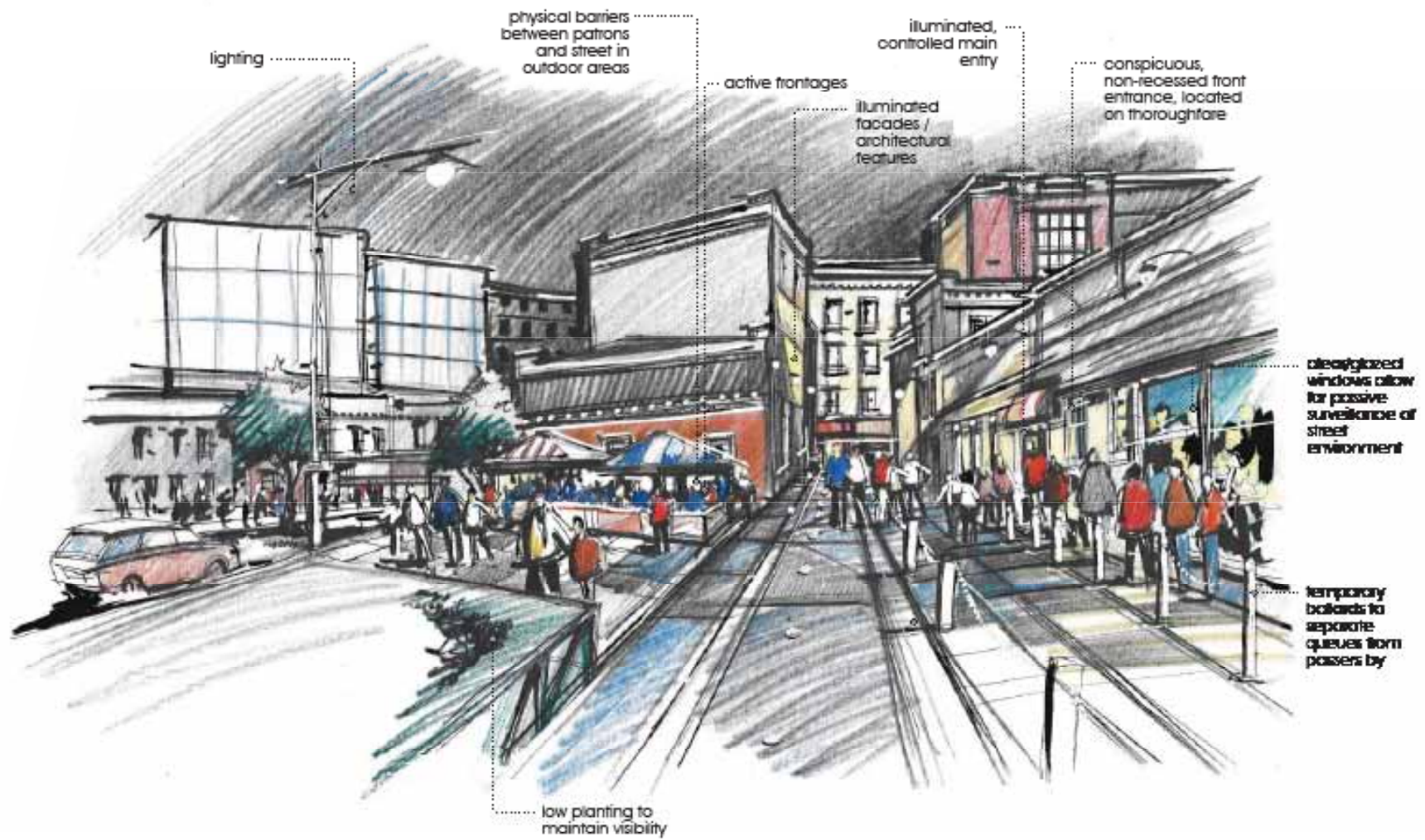
Recommended Responses: Entries, Exits and Queuing

Safety Principles	Recommended Responses
Maximise passive surveillance	<p>For new and redesigned venues:</p> <ul style="list-style-type: none">• encourage positive patron behaviour; provide opportunities for informal or passive surveillance of the street environment: consider installing clear glazed windows at entry points and where people queue and installing balconies above street level• increase visibility and the opportunities for passive surveillance; locate entries and exits on the main thoroughfare• maintain clear lines of sight and avoid creating places of potential concealment such as recessed doors and alcoves
Quickly and safely move patrons between the venue and the street Avoid congestion, crowding and loitering	<p>For new and redesigned venues:</p> <ul style="list-style-type: none">• consider creating an internal queuing area, which is well-lit, supervised and includes appropriate entertainment (for example, music or television)• create one main controlled entry and one main controlled exit• ensure the main entry can also function as an emergency exit; avoid obstructions in the doorways such as cash registers• provide clear venue identification at entries (for example, street number and venue name) for identification in case of emergency <p>For all venues:</p> <ul style="list-style-type: none">• on the street, delineate queues as separate from smoking areas and public footpath space; for example through the use of removable bollards; ensure the queue for entry travels in one direction and if bollards or other separators are used, ensure they run for the length of the queue• create a physical end point for the queuing area with a sign indicating approximate waiting periods• separate patrons in queues from patrons in smoking areas by creating a physical space between the entrance, queuing area and smoking areas, if these are on the street• provide signs at exit points about options for transport home• review access for police and ambulance officers in case of emergency and ensure all staff are aware of emergency procedures including providing a clear path of passage for police and ambulance officers to the patron activity areas and toilets• at entry points, consider the use of signage to communicate expected standards of behaviour to patrons



Recommended Responses: Entries, Exits and Queuing

Safety Principles	Recommended Responses
<p>Control conditions of entry</p> <p>Communicate effectively with potential patrons about the expectations of management</p>	<p>For all venues:</p> <ul style="list-style-type: none">• provide clear, legible and well designed signs at entrances stating house policy (for example, about dress code, responsible service of alcohol and the need to minimise levels of noise whilst leaving the premises)• install tamper-proof counting devices to measure the number of patrons entering the premises (this will also assist to control overcrowding)• as appropriate, and where required as a condition of the liquor licence, install high quality and well-maintained lighting and surveillance cameras at entries and queuing areas• as appropriate, install metal detectors to prevent weapons being brought into the venue
<p>Separate the party atmosphere from the street</p> <p>Minimise amenity impacts (e.g. noise, light, litter) on adjacent public spaces and private property</p>	<p>For new and redesigned venues</p> <ul style="list-style-type: none">• minimise noise by including queuing areas within the premises• create a transition between the exit and patron activity areas through well-lit, air-locked and supervised foyer area <p>For all venues</p> <ul style="list-style-type: none">• place a staff member or crowd controller at points of exit to monitor patron behaviour as people move onto the street• minimise noise impacts on the street by slowing down patrons as they move from the venue, through the use of bollards, ropes or similar• encourage a quiet exit as patrons leave the venue, by providing mints, lollypops or other treats at exit points



External Issues for Consideration



element 2: footpaths, laneways, car parks and public space



element 2: footpaths, laneways, car parks and public space



doors and windows should not allow patrons to spill out onto adjoining public spaces

element 2: addresses footpaths, laneways, car parks and public space

Generally, this element seeks to ensure that licensed premises (and particularly building exteriors) contribute to a safe and high amenity environment in the street and adjacent public spaces. A safe environment will be highly visible, with clear sightlines through to the street and building entries. The street and building exterior should also be clean, well-maintained and conducive to positive behaviour.

Licensees will need to consider the design of their venue in relation to existing adjacent public spaces, laneways, footpaths and car parks, particularly if they are being used by patrons before, during or after entering their venue.

Footpaths, Laneways and Public Spaces

Footpaths, laneways and public spaces adjacent to licensed premises are often used by patrons. This is sometimes the case as patrons leave a venue for the night, but also if the use of these spaces is linked to pass-outs when patrons temporarily leave a venue for a short period of time.

The most important objectives in assessing these spaces are to ensure both patron and public safety, and to minimise noise and amenity issues to neighbouring properties. Footpaths, laneways and public spaces adjacent to licensed premises must be maintained as 'public space' with adequate room for other pedestrians to pass unhindered. In this respect, doors and windows facing footpaths, laneways and public spaces will be an important consideration. Doors and windows should not facilitate the 'spilling out' of patrons onto the street. Further, doors and

windows should be designed to minimise late-night noise escaping from the venue onto the street.

Footpaths, laneways and public spaces should be afforded passive surveillance by surrounding uses and if they are intended for night time use, fitted with appropriate lighting. In the case that patrons spend extended periods on footpaths, in laneways and other public spaces (for example, as part of a kerbside café associated with the venue), the area should be supervised at all times and fitted with litter receptacles.

Landscaping of these adjoining spaces should be designed to allow good visual connections and to limit opportunities for concealment.

Car Parks

Car parks adjacent to licensed premises can be subject to similar issues as those outlined above, but they can be more difficult to manage. When activities in car parks not attached to a venue are involved, a licensee is limited in their responsibilities. A licensee should apply the same principles to car parks as would be applied to adjacent footpaths. Of utmost importance is the need for adequate and appropriate lighting and opportunities for passive surveillance of the space.



Local Law References

Most inner-city councils have footpath trading policies that control the commercial use of public spaces. Designers and operators may find it useful to refer to the kerbside / footpath trading policy prepared by the relevant local government authority. The City of Melbourne and City of Yarra have good examples on their respective websites.

Issues

Potential issues in footpaths, laneways, car parks and public spaces can include:

- patrons use of public space (for example, patrons obtaining a pass-out in order to drink packaged liquor purchased off-premises)
- conflict with other patrons and passers-by
- general loitering and anti-social behaviour
- impacts on adjacent public space or private property, including litter impacts (bottles, cigarette butts) and damage to property
- theft or assault, and
- road safety issues associated with intoxicated pedestrians.

Principles

The key matters to address in this element include:

- maximise visibility and opportunities for passive surveillance in public spaces
- reduce the risk of conflict between patrons or with passers-by
- reinforce a sense of pride and care in all spaces associated with a venue to ensure they are identified as part of the venue or particular property; this avoids creating 'unclaimed' spaces which can become susceptible to vandalism and other anti-social behaviour, and
- reduce noise and litter impacts on adjacent properties.



opportunities for passive surveillance of adjoining spaces such as car parks and laneways



reduce noise impacts on adjacent properties through the use of plants and other materials to absorb noise

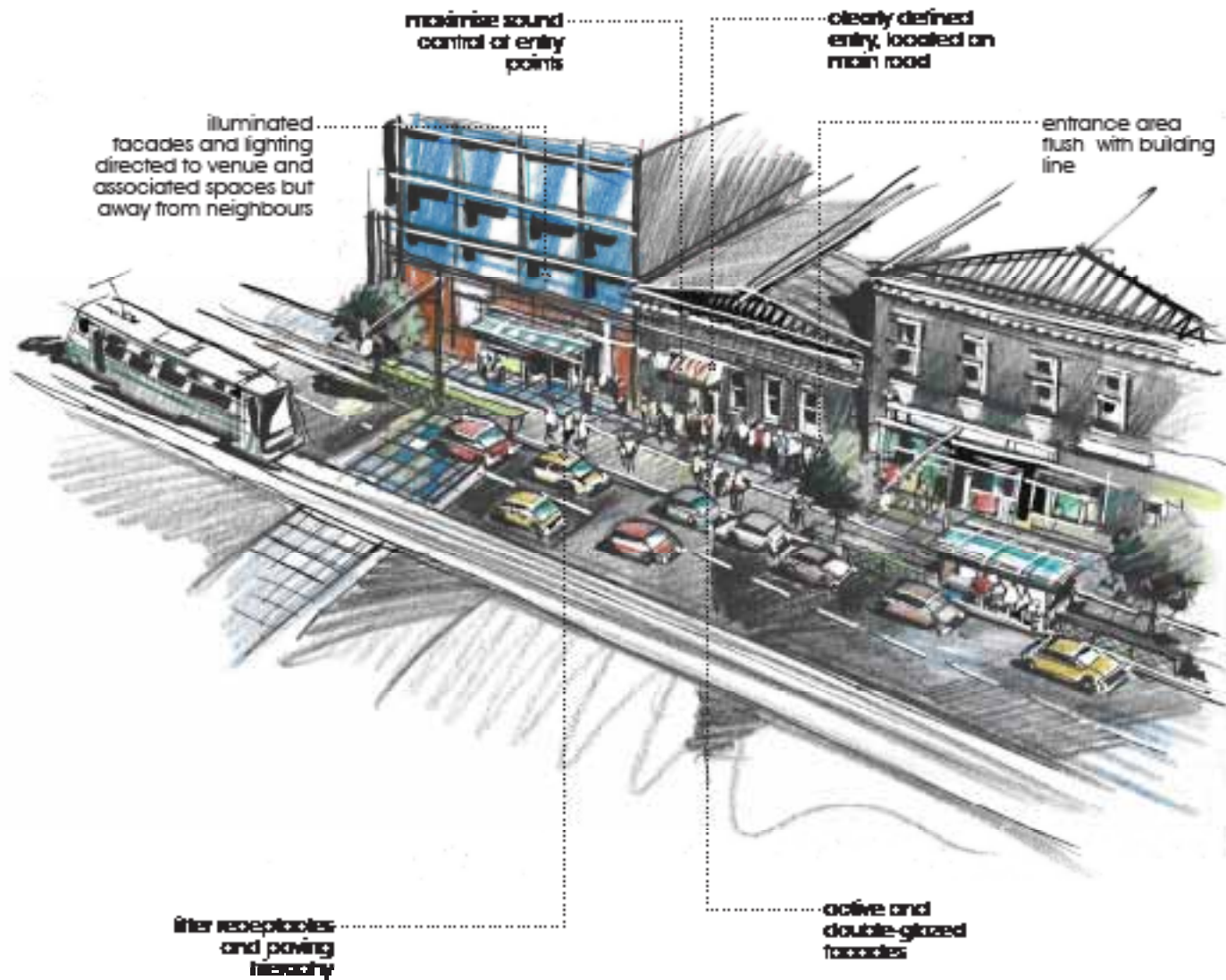


Recommended Responses: Footpaths, Laneways, Car Parks and Public Space

	Recommended Responses
Maximise visibility in public spaces	<p>For new and redesigned venues:</p> <ul style="list-style-type: none">• maximise visibility between the venue and the street by creating active and glazed facades on the front of buildings; avoid blank walls wherever possible and consider the impact of the venues' façade in context with the surrounding area during the day• identify and light safe pedestrian routes to car parks, tram stops and taxi ranks• install high quality and well-maintained lighting and surveillance cameras (as appropriate) at footpaths, laneways, car parks and public spaces• avoid designing potential entrapment points or hiding places along the edge of buildings by ensuring there are no recessed spaces or blind corners• where car parking areas are included as part of the new or redesigned venue, or if the venue is located adjacent to an existing car park, ensure the venue overlooks the space through the use of balconies, glazed windows and / or outdoor drinking, dining and smoking areas <p>For all venues:</p> <ul style="list-style-type: none">• consider the colour of external lighting to enhance safety and surveillance: white lights allow more accurate perception of faces, colours and dimensions than yellow- or blue-tinged lights• minimise light spill to neighbouring properties; consider the use of tamper-proof, light-directing shades for external lighting fixtures• provide consistent light levels and reduce contrast between light and shadow through the use of multiple lights rather than single fittings. This may also enhance the performance of surveillance cameras (where installed)• avoid creating potential hiding places by ensuring that planting, street signs and furniture in public spaces adjacent to the venue do not impede clear lines of sight from the street to venue entry. Remove shrubs and low-branching trees near entries and exits (including service entries and exits). No trees or vegetation should be planted to block the field of vision between 0.7 and 2.4 metres above ground level



Safety Principles	Recommended Responses
Reduce the risk of conflict between patrons or with passers-by	For all venues: <ul style="list-style-type: none">• define the walkway zone and delineate public and private space through the use of paving materials, temporary bollards or rope barriers• consider the need for kerbside furniture or remove it at a set time each night (for example, 11.00pm)
Reinforce a sense of pride and care in all spaces and avoid creating unclaimed spaces	For all venues: <ul style="list-style-type: none">• minimise vandalism and anti-social behaviour by reinforcing a sense of pride and care in the venue by keeping buildings, windows and adjacent public spaces clean and well maintained• install tamper-proof motion-detecting sensor lighting in alcove areas• restrict entry to private laneways and external storage and rubbish areas with a secure gate that cannot be climbed• provide continuous lighting only in areas intended for night time use. Use staff-operated switches or motion-detecting sensor lights in areas not intended for night time use
Reduce noise and litter impacts on adjacent properties	For new and redesigned venues: <ul style="list-style-type: none">• consider the points where noise may escape the venue into public or private space; where appropriate avoid the use of bi-fold doors facing directly into footpaths, laneways and public space, especially in late night venues• double glaze windows and glass doors facing footpaths, laneways and public space For all venues: <ul style="list-style-type: none">• ensure doors facing footpaths, laneways and public space are self-closing or remain closed throughout the busiest and noisiest periods of venue operations• define designated smoking areas through the use of decorative pavers, temporary bollards or rope barriers• install litter bins (preferably with lid to avoid windblown rubbish), wall mounted ashtrays and other 'covered' receptacles to address general and cigarette litter in smoking areas and within the public space (refer to relevant local law administered by local council)• lead by example through regular cleaning, litter removal and maintenance checks of footpaths, laneways and public space adjacent to the venue



Neighbourhood Amenity and Public Space

part 2: internal issues

“consider spacing of furniture : pathways to toilets and bars should be kept clear”





element 3: patron activity area



element 3: patron activity area



Element 3 addresses dance floors, bar areas, lounge areas, seating areas, cash points and other internal spaces.

This element focuses on the spaces that accommodate the greatest volumes of people and where patrons will spend the majority of their time. It is important to note that good design can achieve spaces which are innovative and creative whilst also being safe.

Some venues are set out over several levels and rooms. Dance floor and bar areas are generally high-energy spaces where patrons closely interact with each other and staff. Lounge and seating areas tend to be more relaxed, with a tendency for patrons to gather in discrete groups. Sometimes all of these areas are combined as one.

Another important issue in licensed premises is the need for clear lines of sight through the venue. Lines of sight facilitate passive surveillance so that patrons feel safe and ensure staff remain in control and can quickly react if a problem arises. Clear lines of sight relate to the design and layout of rooms, the placement of furniture and fittings and lighting.

Dance Floors, Bar Areas and Circulation Space

Perhaps the single most important aspect of design in internal spaces is the need to avoid congestion and over-crowding where patrons compete for available space. This potentially includes all areas in licensed premises, although it is magnified in bar areas, dance floors and other

circulation spaces. Generally, the opportunity for aggression or frustration arises when:

- patrons are unable to move freely between key spaces such as the dance floor, toilets and bar areas
- when there are long waiting periods for bar service, and
- when areas of a venue are over-crowded and accidental 'bumping' occurs.

To respond to these issues, dance floors, bar areas and circulation spaces must be maintained to facilitate the regular flow of people and avoid over-crowding. In addition, the availability of potential 'weapons' in bar areas, dance floors and circulation space should be addressed. Potentially, glassware, bottles, pool cues and items of furniture may be used to injure someone if a conflict does arise.

In addition to protecting patrons, all areas need to be designed to maximise the safety of staff. When patrons are intoxicated and refused bar service, a very real opportunity for conflict arises.

Lounges and Seating Areas

A range of spaces to suit different types of activities and tastes should be provided in late-night licensed premises, including spaces where patrons can interact in a comfortable environment.



clear pathways and lines of sight throughout the venue



high-amenity and comfortable environments



establish seating areas to minimise vertical drinking environments



the use of permeable curtains allow visual access to private rooms and booths

Research suggests that ‘vertical’ drinking environments (where patrons are drinking standing in the one place throughout the night) are less conducive to relaxed behaviour and may increase the propensity for patrons to drink rapidly. The availability of seating (where properly placed) can assist with managing patron behaviour, as it provides an opportunity for people to relax and socialise which can help to prevent aggression.

Booths and Private Rooms

Some venues include intimate areas in the form of enclosed booths, private rooms and other exclusive areas. These areas provide an attractive option for private parties and small groups, although they also pose the opportunity for illegal or anti-social behaviour if they are not closely monitored by staff.

Where booths and private rooms are used, it is important that venue staff have visual access to them, without compromising their exclusive feel and attractiveness to patrons.

Lighting and Climate

Lighting should be appropriate for the time of night and intended use of the space. Many venues alter the brightness or intensity of lighting as the night progresses. Venues should always avoid dark corners and spaces, which can inhibit lines of sight, facilitate anti-social behaviour and increase feelings of intoxication.

Similar to the use of lighting, the use of heating and cooling needs to be appropriate for the time of night and for the intended use of the space. Both climate and lighting can be used effectively (either together or separately) in areas such as toilets to discourage loitering or to encourage patrons to leave at the end of the night.

It is very important however, to maximise airflow in a venue and minimise the use of heating. A hot or stuffy environment can lead to discomfort and aggressive behaviour.

Noise

The patron activity area, usually the location of any amplified music system, is potentially the most intensive noise generator in a venue and limiting the level of noise that can escape is an important factor to consider. This is particularly the case for low frequency noise (created by drums, bass and dance music), which is the most difficult to attenuate.

As noted in Element 5, noise impacts on adjacent properties can have a negative impact on the health and wellbeing of neighbours. This in turn affects the perception of the venue, and its place in the community. This is particularly important as negative perceptions of a venue can lead to increased and more widespread complaints.



Noise complaints about venues (relevant for patron activity areas) generally relate to noise emissions - where noise escapes the venue and is audible from the street or adjacent properties. Points of sound emission are generally caused by:

- air gaps in the building (particularly where walls and ceilings meet and around window frames and doors)
- unglazed windows or windows without acoustic sealing
- ceilings, particularly if down-lights, mechanical ventilation, air conditioning, ceiling-mounted lighting / sound equipment and fire sprinklers have been installed without appropriate sealing
- air conditioning and mechanical exhaust systems, and
- doors.

Aside from emissions, noise and reverberation can also affect patron enjoyment of a venue. Music or sound that is poorly directed or reverberant can lead to patron discomfort.

Noise and noise emissions can be managed through:

- sound absorption, usually associated with the treatment of internal surfaces which assists to reduce sound reverberation. This can increase patron enjoyment of a venue, but does not stop noise escaping from the venue

- sound insulation, associated with increasing building mass and glazing, which prevents noise escaping from the venue, and
- sound system design, which will contribute positively to both noise emissions and patron enjoyment.

Noise References

Refer to the *Guidelines for Entertainment Venues to Reduce Noise* produced by the City of Melbourne. This is a comprehensive and detailed guide to managing noise internally and externally and can be located on its website by searching 'noise'.

Issues

Potential issues for patron activity areas can include:

- overcrowding, discomfort and competition for available space (which can lead to conflict between patrons)
- long waiting periods / limited access to bars, toilets and other facilities (which can also lead to conflict between patrons)
- unclear lines of sight for security and staff
- unacceptable noise impacts on adjacent properties, and
- conflict between patrons and staff (including security staff).



consider the use of furniture and materials that absorb noise reverberation



'theatrical' exit signs should be considered in large venues



ensure clear lines of sight into enclosed areas with the use of design and lighting

Principles

The key matters to address include:

- maintain clear pathways and lines of sight throughout the venue
- minimise the opportunity for over-crowding and the potential for accidental bumping
- maintain a high-amenity and comfortable environment
- minimise noise from the patron activity area impacting on adjacent properties, and
- ensure each space is designed appropriately for its intended use (to minimise the opportunity for anti-social behaviour).



Recommended Responses: Patron Activity Areas

Safety Principles	Recommended Responses
<p>Maintain clear pathways and lines of sight throughout the venue</p> <p>Minimise the opportunity for over-crowding and the potential for accidental bumping</p>	<p>For new and redesigned venues:</p> <ul style="list-style-type: none">• create open spaces that ensure clear lines of sight through all parts of a venue• circular traffic flow assists to reduce overcrowding and cross-flows; consider locating entries and exits at either end of the main activity areas• avoid creating 'squeeze points'; ensure doorways, stairways, ramps and other access points have sufficient space for high volumes of people to pass through at one time• avoid clutter in the form of furniture and fittings that restrict movement and lines of sight, particularly between staff areas and patron activity areas• improve lines of sight throughout the venue, consider the use of changes in floor levels <p>For all venues:</p> <ul style="list-style-type: none">• consider points of congestion and congregation as well as any other hazards that require attention by conducting regular safety audits around the venue. Map areas of congestion and consider how the areas could be better treated (for example, open out the space, increase lighting, change the layout)• illuminate internal pathways around the venue with floor-level lighting• consider the spacing of furniture: pathways to toilets and bars should be kept clear
<p>Maintain a high-amenity and comfortable environment</p>	<p>For new and redesigned venues:</p> <ul style="list-style-type: none">• establish seating areas (with tables) to minimise vertical drinking environments; create a 'cool down' space and provide opportunities for patrons to relax• establish a staffed cloak room or locker area away from entrances and exits• avoid creating a space that feels overly enclosed; consider the height of ceilings and placement of walls• ensure fresh air is available through installation and use of air conditioning and mechanical exhaust systems• use materials that absorb noise and reduce reverberation. This includes using carpet instead of hard flooring and the installation of blinds and curtains. Also consider the flammability rating of furniture and furnishings• consider engaging an acoustic consultant where detailed and specific advice is needed

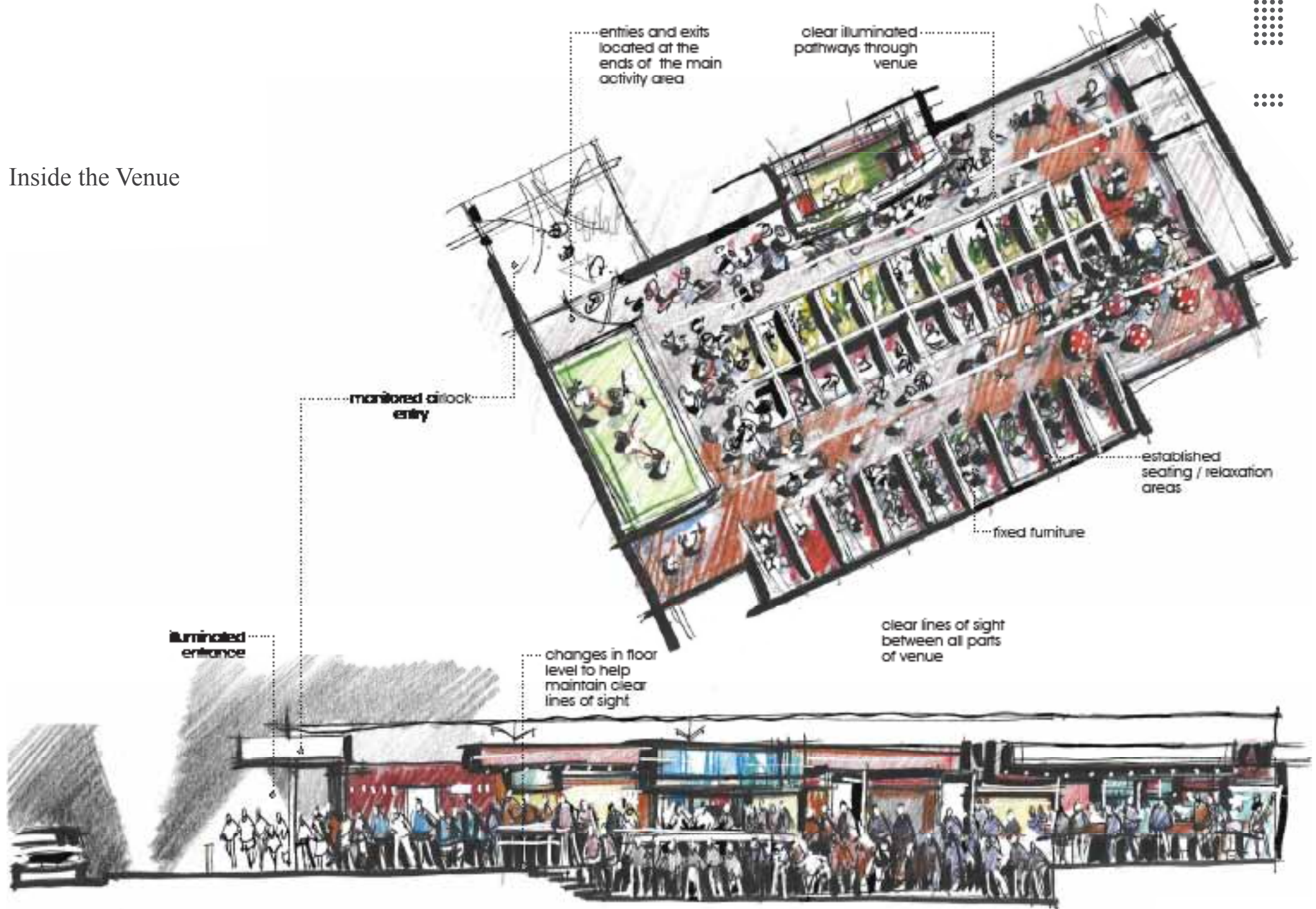


Safety Principles	Recommended Responses
Maintain a high-amenity and comfortable environment (continued)	<p>For all venues:</p> <ul style="list-style-type: none">• review the use of furniture and fittings in the venue. Ensure furniture and fittings are conducive to a positive, high-amenity environment (for example, is furniture able to be cleaned efficiently, is it comfortable, and is it designed and located with the safety of the patron in mind?). Avoid high backless stools and sharp-cornered tables and ledges• demonstrate active care and ownership of the venue by removing and replacing damaged, dirty or vandalised furniture and fittings in a timely manner• avoid glasses and bottles being placed on the floor; consider installing ledges at wall perimeters for empty glasses and bottles to make their collection more efficient• ensure that the venue maintains appropriate lighting and cooling for different times during the night• consider use of materials and furnishings which reduce noise reverberation, for example fire-safe soft furnishings, upholstered seating, rugs and pot plants• highly maintained venues are conducive to positive behaviour: ensure venues are always clean and fresh
Minimise noise from the patron activity area impacting on adjacent properties	<p>For new and redesigned venues:</p> <ul style="list-style-type: none">• seal air gaps in the building (particularly where walls and ceilings meet and around window frames and doors)• to maximise noise insulation of windows, consider:<ul style="list-style-type: none">◦ heavy laminated glaze (more than 10.38 mm) and double-glazing◦ full, adjusted rubber acoustic seals (not brush seals)◦ secondary glazing that creates more air space between window panes (between 50 – 150 mm)◦ awning style windows (for opening windows only) which achieve the greatest compression seal (avoid sliding windows)• ensure ceiling penetrations (anything installed within the ceiling surface) are correctly sealed and / or cased• install baffling, screening or noise control devices to air conditioning and mechanical exhaust systems• install solid core doors comprising continuous block, stile and rail, mineral composition and particleboard (when altering fire doors, consider the swing direction and mechanisms so that this function is not compromised)• install smaller, distributed loudspeakers, rather than one large cluster (except in the case of subwoofers)• install loudspeakers away from windows, doors and air conditioning. Target specific points, such as dance floors and reduce noise levels in other areas• install a monitor or foldback speaker for sound engineers and performers• ensure the placement and design of loudspeakers is such that they cannot be interfered with• for venues likely to emit low frequency noise, consider decoupled or discontinuous construction techniques (refer to an acoustic consultant for specialised information)



Safety Principles	Recommended Responses
Minimise noise from the patron activity area impacting on adjacent properties (continued)	For all venues: <ul style="list-style-type: none">• improve the acoustic integrity of the building incrementally (where possible): glaze and seal windows, seal air gaps in the building and install noise control devices on air conditioning systems (as outlined above)• undertake regular noise assessments of the venue. Seek the advice of an acoustic engineer, and consider walking around the perimeter of the venue to identify the points of sound emission
Ensure each space is designed appropriately for its intended use (minimise the opportunity for anti-social behaviour)	For new and redesigned venues: <ul style="list-style-type: none">• consider use of fixed, heavy or long bench-style furniture that is difficult to remove and which cannot be used as a weapon or projectile• increase the depth of bars in service areas to reduce the opportunity for violence between staff and patrons• if installing pool tables, consider where pool cues will be stored when not in use• for enclosed areas (booths, private rooms and the like):<ul style="list-style-type: none">◦ consider providing table service in these areas to maintain staff and patron contact, this can be supplemented by restricted access (at the discretion of staff) and / or a 'reservation' system, and◦ when enclosing the space, avoid materials which limit passive surveillance (such as impermeable doors or shutters). Consider the use of visually and audibly permeable materials such as patterned glass, sheer curtains, ribbon-style room dividers or perforated metal• consider creating a chill-out room for use in emergencies For all venues: <ul style="list-style-type: none">• review the provision of lighting throughout the venue. Lighting should be appropriate for intended atmosphere but should not create obscured places. Consider installing lighting that may be controlled by a dimmer switch (accessible only to staff, located behind the bar) so that lighting can be intensified in case of an emergency• ensure that the exit and emergency lighting installed cannot be tampered with. Consider the installation of 'theatrical' exit signs (which are larger and commonly used in dark environments)• ensure that safety features and devices are not altered or obstructed (for example, illuminated exit signs). The use of cellophane in illuminated exit signs is a fire hazard• consider the installation of high quality and well-maintained surveillance cameras in the patron activity area. Refer 'Surveillance Camera References' in Element 1• consider the installation of staff communication equipment, intercoms and panic / emergency duress buttons• review and identify what may be used as potential weapons in the venue. Remove or implement a management strategy to minimise the potential for harm (for example, a pool cue exchange system to prevent pool cues being left lying around)

Inside the Venue



The background image shows a wooden interior. On the right, a wooden door or wall features a white 'W' logo. In the center, a staircase with white steps and a metal handrail is visible through an opening. The walls are made of light-colored wood panels. A decorative perforated metal screen is also visible. Overlaid on the image is a large, abstract, light gray shape that resembles a stylized animal or a complex geometric form. This shape has several small, dark gray, grid-like patterns on it. A white circle is positioned to the left of the text 'element 4: toilets'.

element 4: toilets



element 4: toilets



consolidate the design of toilets to make the most efficient use of space; increase cubicles and provide additional mirrors away from sinks



Element 4 addresses the location and design of toilet areas in a venue.

The design and branding style of licensed premises is increasingly being extended in to the toilet areas and these once utilitarian spaces are becoming more important to patrons. In particular, some venues have or are establishing 'powder rooms' or 'ladies' lounges', associated with the toilets and designed (usually) as female-only relaxation spaces. This can be useful in busy venues or venues without seating areas, although patrons should be discouraged from spending extended periods in toilet areas. Firstly, they are problematic to supervise and secondly, unsupervised, 'private' spaces can be conducive to anti-social behaviour including drug use.

Other issues include long waiting periods for toilets which have the potential to aggravate patrons and ultimately lead to aggression and conflict. In the initial design of venues, consider maximising the number of cubicles without compromising the main activity space of the venue, and as appropriate consider the ratio of male to female toilets.

Issues

Potential issues in toilet areas can include:

- long waiting periods
- conflict between patrons waiting for toilets or within toilets themselves, and
- anti-social behaviour (including drug use).

Principles

The key matters to address in toilet areas include:

- minimise waiting periods for toilets and reduce the opportunity for conflict, and
- reduce the opportunity for anti-social behaviour in toilet areas.



Recommended Responses: Toilets

Safety Principles	Recommended Responses
Minimise waiting periods for toilets	<p>For new and redesigned venues:</p> <ul style="list-style-type: none">• reduce 'cross-flow' movement and potential conflicts by locating toilets away from main circulation spaces• consolidate the design of toilets to make the most efficient use of space (for example, sinks, mirrors and dryers can be shared)• if additional space is available, consider increasing the ratio of toilets for females to reduce waiting times <p>For all venues:</p> <ul style="list-style-type: none">• maximise the use of existing space and reduce potential conflict areas; consider options for design of sink areas for example, one long sink rather than individual sinks• apply a similar principle for the provision of mirrors (particularly in female toilets); consider installing additional mirrors away from sink areas with appropriate lighting
Reduce the opportunity for anti-social behaviour in toilet areas	<p>For all venues:</p> <ul style="list-style-type: none">• reduce the availability of surfaces conducive to drug use (for example, flat metal, mirrored or glass shelves)• increase upper and lower clearance space on toilet doors; avoid floor to ceiling doors• install doors that may be easily and quickly removed in emergencies• replace / fix damaged toilets immediately; avoid having closed cubicle doors for a long period of time• avoid creating areas that can be used for drug concealment or collection; consider the accessibility of ceilings, cisterns, vending machines and cabinets• consider having a toilet attendant as a 'friendly supervisor'• ensure toilets are kept clean and tidy, to demonstrate active care and ownership of the space

The background image shows an outdoor dining area with several wooden picnic tables and benches. In the background, there is a building with a brick wall and a large brown awning. The scene is surrounded by lush green trees and foliage. A white graphic overlay with a jagged, torn-paper edge is positioned across the middle of the image. It contains a white circle on the left, a yellow horizontal bar, and the text 'element 5: outdoor drinking, dining and smoking areas'. There are also two small square icons with a grid pattern on the white overlay.

element 5: outdoor drinking, dining and smoking areas



element 5: outdoor drinking, dining and smoking areas



Element 5 addresses beer gardens, balconies and rooftop areas (within the 'red line' or licensed area of a venue) designed to accommodate patron activity.

With the advent of tobacco reforms, more and more licensed premises are creating outdoor areas within their 'red line' to facilitate smokers. These areas can include:

- balconies or verandas
- courtyards
- rooftops
- marquees, and
- any similar outdoor areas.

Smoking is only permitted in outdoor areas of a venue if the area does not have a roof or if walls cover less than 75 per cent of the total notional wall area (refer section 5C of the *Tobacco Act 1987*).

It is also important to ensure outdoor areas are not 'land locked'; patrons must be able to exit the space onto a street or open space area in case of an emergency (refer the *Building Code of Australia*).

Outdoor areas should be designed as attractive and functional spaces for all patrons to enjoy. It is particularly important that the same design principles that apply inside a venue apply in outdoor areas and that the design of outdoor areas is conducive to positive, relaxed behaviour.

Ideal outdoor areas will facilitate activities that are not just limited to smoking. Another important consideration will be the need to limit the amenity impacts of activity in outdoor areas on adjacent properties.

Noise

Noise is potentially the most important issue for outdoor drinking, dining and smoking areas. Noise in these areas can have a negative impact on the health and wellbeing of neighbours, disturbing sleep for residents and leaving them upset and sleep-deprived. This in turn affects perceptions of the venue, its place in the community and can lead to increased complaints.

Generally, in outdoor drinking, dining and smoking areas:

- noise is generated in the outdoor area itself (for example, people talking, laughing, glasses breaking and so forth), and
- noise from inside the venue escapes into the outdoor space (for example, loud amplified music), due to poor acoustic sealing or to doors being left open.



create a mixed-use environment outside, including seating, tables and / or ledges, water facilities, dining facilities and the opportunities for positive interaction between patrons



if outdoor areas are used for smoking ensure that the area complies with DHS Smokefree Guide 2007

In addition to the design responses included in these guidelines, it may be useful for operators to consult with acoustic engineers to design the most appropriate, site specific solutions. Ongoing management of outdoor areas is a key element to minimising noise impacts. Venue managers should undertake regular noise assessments of outdoor drinking, dining and smoking areas and make staff aware of what constitutes an acceptable level of noise.

Issues

Potential issues in outdoor drinking, dining and smoking areas can include:

- overcrowding and competition for available space (which can lead to conflict between patrons), and
- unacceptable noise, light and litter impacts on neighbouring properties.

Principles

The key matters to address in this element include the need to:

- provide safe, comfortable and inclusive outdoor areas within the red-line area of the venue, and
- limit negative amenity impacts on adjacent public spaces and private property.



Recommended Responses: Outdoor Drinking, Dining and Smoking Areas

Safety Principles	Recommended Responses
<p>Provide safe, comfortable and inclusive outdoor areas within the red-line area of the venue</p>	<p>For new and redesigned venues:</p> <ul style="list-style-type: none"> • create a mixed-use environment outside, including seating, tables and / or ledges, water facilities, dining facilities and the opportunity for positive interaction between patrons • accommodate an off-street, private outdoor space in the venue as a mixed-use drinking and dining area (in large venues the area should be supervised and numbers should be limited) • if the outdoor area is to be used for smoking, ensure that the area complies with the <i>Smoke-free Guide (Department of Human Services, 2007)</i> • ensure the outdoor area is comfortable and attractive; avoid creating dark environments or a space that feels overly enclosed <p>For all venues:</p> <ul style="list-style-type: none"> • provide seating, tables and / or ledges and drinking water facilities in the outdoor area • reinforce the perception of care and ownership in the outdoor area by removing and replacing damaged, dirty or vandalised furniture and fittings
<p>Minimise amenity impacts on adjacent properties</p>	<p>For new and redesigned venues:</p> <ul style="list-style-type: none"> • seek advice from an acoustic consultant to assess potential noise impacts and to propose suitable methods for noise absorption or abatement • direct light and noise upwards and away from the street and neighbouring properties through the use of high surrounding walls or fences • minimise light impacts on neighbouring properties by ensuring lights are installed at an appropriate height and with directional shades • in late night venues, limit undue noise escaping the venue by avoiding the use of bi-fold doors between outdoor areas and internal areas of a venue • double glaze windows and glass doors between outdoor areas and internal areas of a venue • install airlocks and acoustic seals on all doors between outdoor areas and internal areas of a venue <p>For all venues:</p> <ul style="list-style-type: none"> • ensure doors between outdoor areas and internal areas of a venue are kept closed throughout the night with use of self-closing mechanisms • undertake regular noise assessments of outdoor drinking, dining and smoking areas and make staff aware of what constitutes an acceptable level of noise at different times of venue operation • in raised outdoor areas (a balcony or rooftop) ensure balustrades or railings are designed to prevent patrons dropping or throwing objects over the edge; avoid unguarded ledges. Consider using perspex or glass in addition to railings to create the same safety effect as a solid wall without blocking light or views • consider the use of plants and fire-safe furnishings to absorb noise in outdoor areas • in late night venues, avoid the use of amplified music in outdoor areas that do not have other noise attenuation solutions • install litter bins (preferably with lid to avoid windblown rubbish), wall mounted ashtrays and other 'covered' receptacles to address general and cigarette litter in outdoor drinking, dining and smoking areas (refer to relevant local law administered by local council) • lead by example through regular cleaning, litter removal and maintenance checks of outdoor drinking, dining and smoking areas



element 6: common areas

element 6: common areas

Element 6 addresses common areas and shared spaces, including lifts, stairwells and fire escapes.

Common areas and shared spaces (including spaces that are used by different venues) should be designed principally for functionality and to maximise efficiency and safety.

Typical examples include:

- fire escapes
- public laneways
- storage areas
- shared lifts, and
- shared stairwells.

It is important that operators are aware of the role and uses of all common areas and that these spaces are not used as an extension of a venue. However, common areas should not become 'unclaimed' spaces either; the same principles of design safety should apply here as in any other space in a venue.

Issues for common areas are usually linked to people using or loitering in spaces that are unsupervised or when common areas are blocked or made inaccessible (usually only a problem if the common area is also a thoroughfare). However, other issues may arise in common areas within buildings or developments that accommodate a range of different uses. This is particularly the case if there is a

number of different licensed premises sharing a point of entry or exit (for example, a lift and/ or fire isolated stairs).

It is likely that the issues facing common areas and shared spaces will need to be addressed in consultation with building owners, other tenants and local government, as appropriate.

Issues

Potential issues in common areas and shared spaces include:

- patrons (or non-patrons) loitering
- blocked or inaccessible common areas (particularly if a fire escape or exit point), and
- conflict between patrons of different venues

Principles

Key matters to address for common areas and shared spaces include:

- separate common areas from patron areas
- ensure fire escapes and other thoroughfares are kept clear, and
- create good interfaces between different uses (including different licensed venues).



install appropriate signage throughout the venue and in common areas instructing patrons on expected behaviour



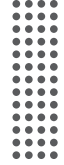
Recommended Responses: Common Areas

Safety Principles	Recommended Responses
<p>Separate common areas from patron areas</p> <p>Ensure fire escapes and other thoroughfares are kept clear</p>	<p>For all venues:</p> <ul style="list-style-type: none">clearly define the common space from other patron areas inside the venue; consider the use of signs, bollards, lighting, climate control and décor to assist with differentiationensure fire escapes and other thoroughfares are not used for storing furniture, beer kegs, rubbish bins and the likecreate dedicated storage areas within the venueas appropriate, consider the installation of high quality and well-maintained surveillance cameras in common areas of a venue
<p>Create good interfaces between different uses</p>	<p>For new and redesigned venues:</p> <ul style="list-style-type: none">separate patron activity areas from common areas; create a foyer area or airlock at the entry to prevent patrons ‘spilling out’ where the venue opens directly onto a shared staircase or other common areaseparate entry points to different venues. If the venue is one of many in a single building, encourage the use of stairs instead of lifts (which are confined spaces) and if possible, physically distance entry points away from other venue entriesfacilitate passive surveillance and prevent common areas becoming unclaimed spaces by directing active, glazed windows and facades to common areas where appropriateavoid designing potential entrapment points or hiding places in common areas <p>For all venues:</p> <ul style="list-style-type: none">prevent patrons ‘spilling out’ if the venue opens directly onto a shared staircase or other common area: consider installing screens or barriers at entry points, ensuring emergency egress is not restrictedundertake a precinct plan to improve coordination and management of different uses. This is particularly important if shared spaces include fire exits



conclusion





The *Design Guidelines for Licensed Venues* seeks to promote safer spaces in licensed premises for patrons and staff, and to address some of the related management issues associated with venue operation. A tool like this can never be exhaustive, but ultimately, spaces in licensed premises should:

- **reinforce positive behaviour** - spaces should be clean, open and comfortable
- **maintain clear sightlines and maximise opportunities for passive surveillance of spaces** - people behave differently when they can see others and when others can see them
- **reduce congestion and crowding** - people in crowded spaces are more likely to be agitated and argumentative
- **be designed and managed for their purpose** - the use of different types of furniture, lighting, climate, and sound can provide powerful behavioural cues to patrons and impact on safety and enjoyment
- **promote better communication between staff and patrons** - through the use of signs, the placement of staff at strategic locations and other indicators, and
- **ensure safety in public places and reduce overall amenity impacts on adjacent properties** - good practice ensures licensed venues are respected as good neighbours.



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