



## HOUSE POLICY

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The Southport Amateur Fishing Club Inc (“The Club”) is committed to providing its patrons (members, guests and bona-fide visitors) a responsible, friendly and safe environment to meet and socialize.

The Club ensures that all personnel serving liquor are under the reasonable supervision of a RSA trained club member belong to, or associated with, The Club.

For the purposes of this policy:

- a “Supervisor” is a person who is RSA trained and is responsible for the RSA at any particular function/event.
- “Personnel” are volunteers belonging to The Club or associated with The Club that provide assistance with service liquor at any particular function/event.

The Club utilises the following principles and practices to support this commitment:

### RESPONSIBLE SERVICE OF ALCOHOL (RSA)

1. All personnel are reasonably supervised by a person who has been trained in RSA
2. A register and copy of Statements of Attainments by personnel in RSA are kept by The Club
3. The Club constantly reinforce RSA principals and practices
4. The Club supports its personnel who practice and enforce RSA
5. Personnel report all incidents which affect our RSA policies.

### MINORS

1. Minors are not permitted entry to the premises without being accompanied by a responsible adult
2. Minors will not be served alcohol
3. Individuals procuring drinks for minors will be removed from the premises
4. All patrons are required to provide acceptable evidence of age where there is any doubt they are under 18

5. All personnel are informed in what constitutes acceptable evidence of age under the *Liquor Act 1992*
6. The Club support personnel who practice and enforce ID checking

### **UNDULY INTOXICATED & DISORDERLY PATRONS**

1. All personnel are informed in identifying signs of undue intoxication\
2. Unduly intoxicated patrons will not be served
3. The Club support personnel who do not serve unduly intoxicated patrons
4. Unduly intoxicated patrons will be asked to leave the premises
5. A taxi can be called for unduly intoxicated patrons, to take them home safely
6. All personnel actively monitor levels of undue intoxication of all patrons
7. The Club do not support drinking practices which:
  - foster a culture of binge drinking; and
  - encourage irresponsible consumption practices.
8. The Club seeks to meet its duty of care obligations to all patrons.

### **SECURITY**

1. The Club only employs crowd controllers licensed under the Security Providers Act 1993
2. A register and copy of current licences of crowd controllers are kept by The Club
3. A register and copy of Statements of Attainments for RSA are kept by The Club
4. Crowd controllers will ask unduly intoxicated patrons to leave the premises if required
5. Crowd controllers will organise taxis for unduly intoxicated patrons to go home safely
6. All crowd controllers act respectfully towards patrons at all times
7. Crowd controllers do not use excessive force in removing patrons
8. The Club is proud to provide a safe venue

### **PERSONNEL TRAINING**

1. The Club ensures all personnel are aware of the Responsible Service of Alcohol.
2. All personnel signed off and agree to work according to this published House Policy
3. A register is kept to ensure all personnel have read and understood the House Policy
4. Regular personnel meetings are to be held to ensure personnel are kept informed of changes in the industry

### **PROMOTIONS**

1. Free liquor and multiple quantities of liquor are not promoted off the premises

2. The Club do not heavily discount or offer free alcohol to encourage drinking for drinking's sake
3. The Club do not promote activities that encourage harassment of patrons or personnel
4. The Club choose to promote the amenity of the venue
5. The Club strives to provide patrons with a relaxing, entertaining and enjoyable visit which encourages patronage
6. The Club and personnel are here to ensure patrons have a good time, one which they remember and are pleased to return to have again.

### **RESPONSIBLE HOSPITALITY PRACTICES**

1. The Club provides free tap water or bottled water at a reasonable price to all patrons
2. We promote awareness of drink spiking issues
3. We encourage patrons to monitor and control their consumption of liquor
4. We will deter patrons from rapidly and excessively consuming liquor
5. We will serve half measures of spirits, if requested

### **NOISE & AMENITY**

1. The Club respects our neighbours and asks patrons to respect them too
2. We monitor entertainment and patron noise to comply with all prescribed noise levels
3. We scrutinize behaviour in and around the vicinity of the premises
4. We maintain an incident register recording all incidents on or around the premises
5. We can organise taxis if patrons require transport
6. We have provided appropriate lighting around the venue for patrons' comfort and safety
7. We have a fire safety plan which is maintained and reviewed on a regular basis

### **CONSULTATION WITH COMMUNITY & KEY STAKEHOLDERS**

1. The Club is an active member of any relevant key stakeholder groups
2. The Club prides itself on being a responsible community citizen in the local business community
3. The Club contributes to community organizations and charities

### **COMPLIANCE WITH LAWS**

1. The Club complies with all mandatory laws, including
  - Liquor Act 1992
  - Anti Discrimination Act 1991
  - Tobacco and Other Smoking Products Act 1998
  - Trade Measurements Act 1990
  - Security Providers Act 1993

- Workplace Health & Safety Act 1995
  - Industrial Relations Act 1999
  - Workers Compensation & Rehabilitation Act 2003
  - Food Act 1981
  - Fire and Rescue Service Act 1990
  - Local by-laws, as outlined by Gold Coast City Council.
2. The Club complies with all laws which enable us to engage in good business practices
  3. The Club has a comprehensive risk management process which engages with all aspects of our operations

All members and personnel employed by The Club are expected to read, and be familiar with this House Policy.

Personnel are requested to ask The Club if clarification is required on any item of this House Policy.

By each individual personnel member observing the policies contained in this Policy, we will, together, make the Southport Amateur Fishing Club a friendly, safe and enjoyable place for our members, guests and bona-fide visitors.