

# HOUSE POLICY FOR COOLUM BEACH SURF CLUB

Premise Name: Coolum Beach SLSC Supporters Assoc. Inc. Date: 23/08/2016 License No: 84563

**The Coolum Beach SLSC Supporters Club (CBSLSSC) will provide a safe, friendly and enjoyable atmosphere for members and guests to meet and socialise in a responsible environment.**

**Management and Staff are committed to ensuring an acceptable level of social behaviour at all times**

## RESPONSIBLE SERVICE OF ALCOHOL

All staff involved in the sale or supply of alcohol are trained in RSA. A register and copy of Statements of Attainments by staff are kept by management. Management constantly reinforces RSA principles and practices in every day trade. Management support staff who practice and enforce RSA learning's. A register is kept of all RSA incidents and actions taken.

## MINORS

Minors will not be served alcohol. Minors are not permitted in the gaming room. Minors will only be allowed on the premises as an employee, or as an invited guest to a private function, or if accompanied by a responsible adult, and must stay in the company of the responsible adult. Individuals procuring drinks for minors will be removed from the premises. All patrons are required to provide acceptable evidence of age when there is any doubt they are under 25. All staff are trained in what constitutes acceptable evidence of age under the Liquor Act 1992.

Management support staff who practice and enforce ID checking.

## UNDULY INTOXICATED AND DISORDERLY PATRONS

All staff are trained identifying signs of undue intoxication. Unduly intoxicated patrons will not be served alcoholic drinks but can be offered alternatives (water, coffee, soft drink etc). Management support staff who do not serve unduly intoxicated patrons. Management and Staff endeavour to meet the duty of care obligations to all patrons. All staff continually monitor levels of undue intoxication of all patrons. Patrons using foul language, acting in a rude, aggressive, abusive or violent manner towards staff or patrons will be removed from the premises. Unduly intoxicated patrons will be asked to leave the premises. A taxi can be called for unduly intoxicated patrons, to take them home safely.

## SECURITY

Management only employs crowd controllers licensed under the Security Providers Act 1993. A register and copy of current licenses of crowd controllers are kept by management. All crowd controllers are trained in the Responsible Service of Alcohol (RSA). A register and copy of Statement of Attainments for RSA are kept by management. Crowd controllers will ask unduly intoxicated patrons to leave the premises if required. Crowd Controllers will support decisions and work together with management and staff. Crowd Controllers will organize taxis for unduly intoxicated patrons to leave the premises if required. All crowd controllers act respectfully towards patrons at all times. Crowd controllers do not use excessive force in removing patrons. Entry dress codes and trading hours are advertised at the entrance of the club. CCTV is operational at entries, exits, and throughout the club.

## STAFF TRAINING

Management encourages staff to be trained efficiently and effectively for their job. All staff have signed off and agree to work according to this published House policy. Regular staff meetings are held to ensure staff are kept informed of changes in the industry. Records are kept of all staff meetings.

## RESPONSIBLE HOSPITALITY PRACTICES

### COOLUM SURF CLUB WILL:

Provide water free to all patrons.

Sell light or mid-strength options at cheaper price than full strength. Encourage you to monitor and control your consumption of liquor. Deter you from rapid and excessively consuming liquor. Serve half measures of spirits if requested. Supply Liquor in Standardised quantities that can be recognised by you. Provide information and assistance with transport options including calling a taxi for you.

### COOLUM SURF CLUB WILL NOT:

Serve triple spirit nips in any size glass. Serve jugs of spirits. Allow bulk ordering at any time.

## PROMOTIONS

Management and staff will not promote free or heavily discounted drinks encouraging irresponsible drinking. Management and staff do not promote behaviour that encourages harassment of patrons and staff.

## NOISE AND AMENITY

We respect our neighbours and ask you to respect them too. We monitor entertainment and patron noise to comply with all prescribed noise levels. We scrutinise behaviour in and around the vicinity of the premises. We maintain an incident register recording all incidents on or around the premises. We will organise a taxi if you require transport home. We have provided appropriate lighting around the venue for your comfort and safety. We have a fire safety plan which is maintained and reviewed on a regular basis.

## CONSULTATION WITH COMMUNITY AND KEY STAKEHOLDERS

Management regularly attend local licensee forums and meetings. Management actively participate in community events and forums. We pride ourselves on being responsible community citizens in the local business community. Coolum Surf Club is a member of the local LIAG.

## COMPLIANCE WITH LAWS

We comply with all mandatory laws including: Liquor Act 1992, Gaming Machine Act 1991, Anti-Discrimination Act 1991, Tobacco and Other Smoking Products Act 1998, Trade Measures Act 1990, Security Providers Act 1993, Workplace Health and Safety Act 2011, Industrial Relations Act 1999, Workers Compensation and Rehabilitation Act 2003, Food Act 2006, Fire and Rescue Services Act 1990, Local by-laws outlined by local government. We comply with all laws which enable us to engage in good business practices. We have a risk management process which engages with all aspects of our business.