

Alcohol Plan of Management and House Policy

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PURPOSE

The purpose of this Plan of Management is to establish performance criteria for various aspects of food and beverage services to be provided having regard to statutory conditions that attach to a Liquor Licence, issues Management and additional voluntary strategies and the New South Wales Industry Code of Practice for the responsible promotion of Liquor Products, and relevant matters under the Liquor Act 2007 and the Liquor Act Regulations.

USE OF PLAN

All staff involved with the sale or supply of liquor or security personnel shall be made familiar with this Plan of Management.

LIQUOR LICENCE

An application for a Licence to support the proposed activities is to be lodged with the Independent Liquor & Gaming Authority.

On grant of the licence the patron capacity of the venue will be the number approved by the relevant authority.

SIGNAGE

All requisite signage required under the Liquor Act 2007 will be displayed in prominent locations throughout the licensed premises, particularly at any liquor sales point throughout the premises.

Signage will be erected at the entrance to the premises, stating the licensee name, licence number, and type of licence applying to the premises.

PLAN OF MANAGEMENT

1. The Licensee must maintain the Plan of Management.
2. The Plan of Management is systems based and addresses:
 - (a) Compliance with licence conditions and liquor laws;
 - (b) Responsible service of alcohol;
 - (c) Minimising disturbance particularly addressing effective management of patrons:
 - who are intoxicated, violent, quarrelsome or disorderly;
 - within and departing from the licensed premises.
 - (d) Effective management and deployment of staff particularly addressing:
 - security and patron safety;
 - induction and training.

3. A copy of the current Plan of Management must be maintained at the licensed premises and made available for immediate inspection by members of the NSW Police Force or Inspectors of the Office of Liquor Gaming and Racing.

PROCEDURES REGARDING THE RESPONSIBLE SERVICE OF ALCOHOL

All management and staff must be aware of and follow these procedures.

Intoxication

Management and staff will endeavour to prevent intoxication through the following methods:

- Ensuring that any person involved in the service or supply of liquor must hold an NSW RSA Certificate or Competency Card. A list of approved training providers can be found at the NSW Office of Liquor, Gaming and Racing (OLGR) website – http://www.olgr.nsw.gov.au/liquor_rsa_courses.asp
- Maintaining a register containing copies of all RSA Certificates or Competency Cards. The register is to be available for inspection when requested by a police officer or special inspector
- Restricting activities, such as promotions and discounting which would encourage misuse and abuse of liquor such as binge drinking or excessive consumption
- Ensuring that low alcohol and non-alcoholic drinks will be available at all times when alcohol is served
- Ensuring patrons showing signs of intoxication shall not be served
- Ensuring all patrons on consuming alcohol shall not be served after they are showing attributes associated to a state of intoxication
- Providing free water whenever alcohol is served
- Ensuring that food is available whenever alcohol is served.

These symptoms or signs are not exhaustive and not necessarily conclusive of intoxication.

Speech	Balance	Co-ordination	Behaviour
<ul style="list-style-type: none">• slurring words• rambling or unintelligible conversation• incoherent or muddled	<ul style="list-style-type: none">• unsteady on feet swaying uncontrollably• staggering• difficulty	<ul style="list-style-type: none">• Lack of coordination• spilling drinks• dropping drinks• fumbling	<ul style="list-style-type: none">• rudeness• aggression• belligerent• argumentative

Speech	Balance	Co-ordination	Behaviour
speech <ul style="list-style-type: none"> • loss of train of thought • not understanding normal conversation • difficulty in paying attention 	walking straight <ul style="list-style-type: none"> • cannot stand or falling down • stumbling • bumping into or knocking over furniture and people 	change <ul style="list-style-type: none"> • difficulty counting money or paying • difficulty opening or closing doors • inability to find one's mouth with a glass 	<ul style="list-style-type: none"> • offensive • bad tempered • physically violent • loud /boisterous • confused • disorderly • exuberance • using offensive language • annoying / pestering others • overly friendly • loss of inhibition • inappropriate sexual advances • drowsiness or sleeping at a bar or table • vomiting • drinking rapidly

Staff Procedures

- You are not to serve intoxicated persons or allow intoxication
- Under the Liquor Act, a person is "*intoxicated*" if:
 - the person's speech, balance, co-ordination or behaviour is noticeably affected, and
 - it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.
- If you consider a person as showing signs of intoxication (whether from alcohol or drugs,) you must not serve them. Inform your supervisor and advise other staff.

- Always be calm and polite. If the patron becomes upset or angry, repeat in firm but controlled way that by the law they cannot be served.
- Emphasise that you and your establishment value the person's patronage. Try to take the patron aside from the other people to avoid any embarrassment. Do not place the focus on the patron as the reason why service is refused. Explain why it is necessary to refuse service. Indicate it is a house policy, concerns for the other patrons' wellbeing, and concern for the other patrons and the atmosphere of the establishment.
- A detailed log must be kept of all intoxication related incidents including refusal of entry, refusal of service, removal from and failure to leave. (Staff and supervisor are to be trained in the process of filling in the register and content that is required in case of a review).
- Event briefing at the start of any catering event where alcohol is to be served or supplied to include, Intoxication guidelines, incident reporting and actioned reviews.

Underage Patrons:

- Management and staff shall ensure that no alcoholic beverage is provided to a person under the age of 18 by staff members or other patrons.
- By law parents cannot supply alcohol to anyone under 18 years of age on licensed premises.
- When alcohol is served at any function or event held in the premises, anyone under the age of 18 must be accompanied by a responsible adult.

Staff Procedures:

- If you are in doubt as to the age of the patron ask for proof of age.
- Only the following forms of identification are acceptable:
 - Current Drivers Licence
 - Valid Passport.
- RTA Photocard or Interstate Proof of Age Card (NSW Proof of Age Cards are no longer acceptable).
- Ensure that the photo matches the patron and that the date of birth is more than 18 years before the day's date.
- If a patron cannot prove that they are over 18 inform them that they cannot be served any alcohol. If they become argumentative inform your supervisor.
- Advise other staff that you have refused service.

- If you believe that someone has supplied alcohol to an underage patron inform your supervisor immediately.
- A detailed log must be kept of all underage drinking related incidents including refusal of service, consumption of alcohol by an underage patron and provision of alcohol to an underage patron by a third party.

STAFF INDUCTION AND TRAINING

- All relevant floor staff must have completed a valid RSA certificate prior commencing employment with the venue.
- Staff and Management to be aware of acceptable proof of age documents- Drivers Licence, Passport, NSW Photo Card (or equivalent interstate/ overseas documents).
- The venue shall ensure to ongoing training of all staff in relation to RSA information, updated procedures, initiatives and Liquor Laws.
- RSA on the Frontline refresher training held frequently for all team members to assist in compliance.
- Managers and relevant staff members will be made aware of all requirements of the Liquor License, and this Alcohol Management Plan.

MISCELLANEOUS PROCEDURES

- A copy of the house policy must be maintained in the RSA Certificate Register. The house policy must be updated if there are changes to legislation.
- Management and staff must monitor patrons leaving the licensed premises and ensure that they do so without disturbing the quiet and good order of the neighbourhood.
- All staff must be briefed on the house policy.
- A sign must be displayed near the main public entrance with the following information:
 - the name of the licensed premises
 - the name of the licensee
 - the type of license held.
- Under 18 license signage must be displayed on the front of house bars and at the entry of the licensed premises.
- An electronic Incident Register will be kept logging any alcohol related incident including:
 - all intoxication related incidents including refusal of entry, refusal of service, removal from the venue and failure to leave venue

- all underage drinking related incidents including refusal of service, consumption of alcohol by an underage patron and provision of alcohol to an underage patron by a third party
- any removal from the licensed premises for use or possession any prohibited substance
- any visits from the police or officers from the department of Gaming and Racing.

INCIDENT REGISTER- APPENDIX 1.1

An Incident Register will be kept logging any alcohol related incident including:

- all intoxication related incidents including refusal of service.
- all underage drinking related incidents including refusal of service, consumption of alcohol by an underage patron and provision of alcohol to an underage patron by a third party.
- any visits from the police or officers from the Department of Liquor Gaming and Racing.
- All staff must report any of these incidents to management.

Appendix 1.1

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Incident Report

Date of incident _____ Time of incident _____

Location of incident _____

Name of Patron & membership number(if applicable)

Name of witness(1) _____

Contact Number _____

Name of witness(1) _____

Contact Number _____

Name of person reporting incident _____

Signature _____

Signature of Supervisor(if applicable) _____

Signature of Licensee _____

Incident Details (please tick appropriate boxes)

- ☐ Minor no ID ☐ Intoxication ☐ Patron(s) injured ☐ Property damaged
- ☐ Patron(s) asked to leave
- ☐ Minor Fake ID ☐ Violence ☐ Staff injured ☐ Police called
- ☐ Patron barred/ suspended
- ☐ Inappropriate conduct ☐ Other

Further details of the incident and action taken

[illegible]

HOUSE POLICY

Our policy at this establishment is very clear, we want all guests to enjoy themselves. We are here to serve people with alcoholic beverages professionally, responsibly and with friendliness.

We want all customers to enjoy themselves. What we do not want to do is allow people to drink to excess and place themselves, other patrons and the community at risk. By working together we can create a safe, enjoyable and friendly atmosphere for all.

To achieve the aims of this policy, this establishment will effect the following strategies:

- Preventing under age drinking by insisting on "proof of age" and requesting a Driver's Licence, Passport or "Proof of Age" card issued by the NSW Roads & Traffic Authority.
- Preventing intoxication by recognising the signs of intoxication and avoiding serving anyone to the point of intoxication. We will deny entry or service to anyone who is already showing signs of intoxicated. Intoxicated persons will be asked to leave the premises.
- Managing intoxicated, anti-social or disruptive patrons by attempting to discourage them from becoming involved in activities which can harm themselves or others.
- Ensuring staff have adequate training to comply with the requirements for the responsible service of alcohol.
- Ensuring that low alcohol and non-alcoholic beverages are available at all times that the premises are trading.
- Adopting responsible promotion of liquor products in accordance with the New South Wales Liquor Industry's Code of Practice.
- Providing safe transport options for patrons, including calling taxis on request.

Our establishment complies with the statutory requirement of providing free or reasonably priced drinking water for the enjoyment of our patrons.

GOOD TIMES AND GOOD HEALTH.

Staff & Management