

HOUSE POLICY

22/10/18

The Beenleigh Bowls and Recreation Club Inc. (BBRC) recognises its responsibility to the community to provide a safe and friendly environment for all its patrons. Management and staff are committed to ensuring an acceptable level of social behaviour at all times.



1. **RESPONSIBLE SERVICE OF ALCOHOL:**
 - * All Staff are trained in RSA within 30 days of commencing employment.
 - * A copy of staff RSA statements is kept on file.
 - * Management and staff continually enforce RSA principals and practices in every day trade.
 - * A register is kept of all RSA incidents.
2. **MINORS**
 - * 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 who is supervising them at all times. Minors are permitted in the Club Premises up to 9.00pm. Exception to this rule is "if they are attending an organised function as an invited guest or for a specific purpose as approved by Management".
 - * Minors will not be served alcohol under any circumstances.
 - * Patrons purchasing alcoholic drinks for minors will be removed from the premises with the incident being recorded.
 - * All patrons are required to provide acceptable proof of age where there is any doubt they are under the age of 25.
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 - * All staff are trained in what constitutes acceptable proof of age under the Liquor Act 1992, and have the support of Management to enforce the checking of ID's.
 - * Minors are not permitted in the Gaming Room.
3. **UNDULY INTOXICATED AND DISORDERLY PATRONS**
 - * All staff are trained in identifying signs of undue intoxication.
 - * Unduly intoxicated patrons will not be served alcoholic drinks but can be offered alternatives (water, coffee, soft drink).
 - * Unduly intoxicated patrons refusing assistance or instructions by staff will be asked to leave the premises.
 - * A taxi can be called for unduly intoxicated patrons to take them home safely.
 - * All staff continually monitor levels of intoxication of all Patrons. We will endeavour to meet our duty of care obligations to all patrons.
 - * Patrons using foul language, acting in a rude, aggressive, abusive, intimidating or violent manner towards staff or patrons will be removed from the premises.
4. **SECURITY**
 - * We only employ's crowd controllers licensed under the Security Providers Act 1993.
 - * A register and copy of current licenses of crowd controllers are kept on file.
 - * Crowd controllers will ask unduly intoxicated patrons to leave the premises if required.
 - * All crowd controllers will act respectfully towards patrons at all times.
 - * Crowd controllers will support decisions and work together with management and staff.
 - * Crowd controllers will not use excessive force when removing patrons from the premises.
 - * Entry dress codes and trading hours are advertised at the entrance of the club.
5. **STAFF TRAINING**
 - * CCTV is operational at entries, exits, and throughout the Club.
 - * Management is committed to keeping all staff up to date with training to efficiently and effectively perform their duties.
 - * Management ensures that all staff are trained in responsible service of alcohol within 30 days of starting employment.
 - * All staff have signed off and agreed to work according to this House Policy.
 - * Regular Staff meetings are held to ensure that staff are kept up to date with all relevant changes in the Industry.
 - * Records are kept of all staff meetings.
6. **PROMOTIONS**
 - * We do not promote free or heavily discounted drinks encouraging irresponsible drinking.
 - * We do not promote behaviour that encourages harassment of patrons or staff.
7. **RESPONSIBLE HOSPITALITY PRACTICES**
 - * We will provide water and coffee/tea free of charge to all patrons.
 - * Provide information and assistance with transport options including the use of a free taxi phone.
 - * Sell light and mid strength drink options at a cheaper price than full strength drinks.
 - * Encourage you to monitor and control your consumption of liquor.
 - * Deter you from rapidly and excessively consuming liquor.
 - * Serve half measures of spirits if requested.
 - * Supply liquor in standardised quantities that can be recognised by you.
 - * **We will not:**
 - * Serve triple spirit mips in any size glass.
 - * Serve jugs of spirits.
 - * Allow bulk ordering at any time.
8. **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 scrutinize behaviour in and around the vicinity of the premises.
 - * We can organise taxis or when possible a courtesy bus if you require transport.
 - * 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.
9. **CONSULTATION WITH COMMUNITY AND KEY STAKEHOLDERS GROUPS**
 - * Management regularly attend local licensee forums and meetings.
 - * Management actively participates in community events and forums.
 - * We pride ourselves on being a responsible Community citizen in the local business community.
 - * BBRC is a Member of the local LIAG.
10. **COMPLIANCE WITH OTHER 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 Measurements Act 1990.
 - Security Providers Act 1993.
 - Workplace Health and Safety Act 1995.
 - Industrial Relations Act 1999.
 - Workers Compensation and Rehabilitation Act 2003.
 - Food Act 1981.
 - Fire and Rescue Service 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 comprehensive risk management process.