

# Armidale City Bowling Club Responsible Service of Alcohol Policy

## 1. Overview

Responsible Service of Alcohol refers to the service, consumption and promotion of alcoholic products in a manner that minimises the potential harm that may be caused by alcohol consumption to individuals, their families and the community generally.

1. The ACBC recognises that it is against the law to serve any person to intoxication.
2. The ACBC recognises that it is against the law to serve or supply alcohol to any person under the age of 18.
3. The ACBC recognises that it is against the law to allow intoxicated, disruptive or violent behaviour to occur on the premises.
4. Additionally the ACBC seeks to ensure that no harm comes to patrons as a result of our service of alcohol.

The ACBC strives to foster responsible service of alcohol practices amongst patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

## 2. ACBC RSA Mission Statement

To properly conduct alcohol related services in a lawful and socially responsible manner, having regard to potential harm and community concerns about alcohol consumption.

## 3. Participation in a Liquor Accord

The ACBC is an active member of the Armidale and District Liquor Accord.

## 4. Responsible Service of Alcohol - Policies and Measures

The ACBC of Clubs have adopted the following policies and measures to fulfil its stated RSA commitment:

- ACBC offers a range of drinks on premises. These include a range of non-alcoholic beverages.
- ACBC discourages excessive drinking "shots". Straight drinks of spirits/liquors will be served at the managers/supervisors discretion.
- Iced water is provided on a complimentary basis on request.
- Free water dispensers are available near alcohol service areas
- ACBC seeks to create an environment that discourages drunken, disruptive or violent behaviour.
- ACBC does not seek to encourage rapid or excessive consumption of alcohol through pricing.
- Low alcohol beers and non-alcoholic beverages are stocked and promoted.
- Staff have been acquainted with this House Policy and training to implement it.
- The Club displays all legally required RSA signs.
- An incident log is maintained in a risk manager program, to record all instances of under age entry or attempted entry.
- An authorized incident register is maintained for all incidents after 12 midnight where applicable

The provision for monthly compliance audits to ensure all necessary RSA signage is available.

## 5. Underage Drinking

ACBC has surveillance procedures designed to detect under age persons seeking to enter the premises. If a staff member believes that a person, who is ordering or being supplied alcohol, is under 18 years of age, they will politely request proof of age (Passport, RTA Photo Card or Photo Drivers Licence). If the person is less than 18 years of age, or refused to produce identification, staff will refuse service and request the Duty Manager on duty to ask person to leave Club Premises.

## **6. Children in the Club**

Here at ACBC we see ourselves as a family Club. In order to maintain this atmosphere, parents are requested to supervise their children at all times.

**Children are to remain in the immediate company of the accompanying parent/adult at all times.**

## **7. Driving with an illegal alcohol blood concentration level**

ACBC staff members will actively seek to discourage persons who appear to have a blood alcohol concentration higher than the legal limit from driving. The Club offers a number of services designed to discourage drinking and driving. These services include: Making of alternative transport arrangements, taxi facilities and the holding of car keys in a safe place.

## **8. Intoxicated, violent OR quarrelsome behaviour**

It is the policy of this Club not to allow intoxicated, violent or quarrelsome behavior in or around our Club.

We want all patrons to enjoy themselves. For many people alcohol is a pleasurable part of their daily life and we respect that. We are here to serve people with alcoholic beverages, professionally, courteously and responsibly. We will not allow people to drink to excess and place themselves, other patrons and the community at risk.

Process for removing an intoxicated individual from the premises

1. Inform Duty Manager or RSA Marshall
2. Intoxication to be assessed by Duty Managers and RSA Marshall
3. RSA Marshall or Duty Manager to introduce themselves to the patron and find out their full name – sign in slip or membership card request will help here.
4. Patron to be removed into a quiet area of the Club for further assessment. Please take note of:
  - Speech
  - Balance
  - Coordination
  - Behaviour
5. Three modes of behavior can be taken from here.
  - Low level of intoxication
    - Patron can finish alcoholic drink and can then be provided with a non-alcoholic drink free of charge. They must then be given a suitable time before an alcoholic drink can be consumed. Behaviour must be reviewed and monitored before the alcoholic drink can be provided. If they are provided a drink by another patron then progress to step 6.
  - Moderate level of intoxication
    - Patron must finish their drink and cease all alcohol consumption. They can remain at the premises if their intoxication is deemed on the low end of moderate, however, they must not be served an alcoholic drink. If mid to high then progress to step 6.
  - High level of intoxication
    - Progress to step 6 – asked patron to leave

6. This step is reserved for those patrons who are intoxicated and have to be asked to leave the premises. If an intoxicated patron is to be asked to leave the premise inform them of their responsibilities under the Liquor Act these, which are:
  - Leave the venue and vicinity immediately – 50 meters from licensed area – the front or back of the Club – fear for safety, location of dwelling or obtaining transport
  - Not to remain or reenter the vicinity of the Club for 6 hours
  - Not to reenter the venue for 24 hours
7. Inform them of the fines associated with lack of compliance should be provided these are:
  - Failure to leave when asked by the police - **\$550**
  - Maximum fine for failure to comply is **\$5500**
8. If patron refuses to leave the police **MUST** be called and the patron should be kept within an area away from the general public until they arrive, if this is not possible then at least two staff members should stay with the patron until police arrive.
9. If a patron complies they should be offered transport home via a taxi, if they do not take this offer their welfare must be cared for when leaving the premises until they are off the licensed premises.
10. All refusals of service and explosion from the venue must be recorded in the incident register located in the main bar and management must be informed of this action. Please ensure that any information about the individual is recorded to aid identifying them in the future.
11. Any action taken under this policy must be guided by what is appropriate to ensure the safety of all patrons. If you need to take action outside this policy then it should be guided by the safety of others.

NB – No person suspected of being intoxicated should be allowed to enter the premises. Please follow the process from step 6 onwards and ensure if the individual is not a member that you scan the individual's license if possible to keep a record of their identification for future reference

**9. Behaviour expectations of members, guests and visitors to the Club**

- Treat all staff with respect.
- Abide by the House Policies.
- At all times obey the law, and conduct themselves in an orderly and appropriate way.
- Respect the local amenity particularly when arriving and departing from the area.
- Not arrive unduly intoxicated into the area - entry and service will be refused.
- Immediately leave the premise when required.
- Accept refusal of service and refusal of entry.
- Cooperate with the Police and the local Community to improve local outcomes.

**10. Policy details**

Approved by the Board of Directors	15 <sup>th</sup> of July 2015
Approved by the Consultative Committee	9 <sup>th</sup> of July 2015
Revision Date	15 <sup>th</sup> of July 2015

I \_\_\_\_\_ have received, read and understood the Armidale City Bowling Clubs responsible service of alcohol policy.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_