



Norths Devils  
Leagues Club  
Responsible Service  
of Alcohol  
&  
House Policy <sup>1</sup>

Norths Devils Leagues Club exists as a community based Club to provide a safe and secure environment for its Members and Bona fide guests to enjoy all facilities of the Club.

Norths Devils Leagues Club has a policy to serve patrons in a responsible, friendly and professional manner. The Club is committed to acting responsibly in the sale of alcoholic beverages and is dedicated to the ongoing education of staff in matters relating to service of alcohol.

The House Policy outlines a 10 point plan which the Club's Management and its staff must abide by in all circumstances.

### **1. RESPONSIBLE SERVICE OF ALCOHOL**

RSA is mandatory in Queensland for any hospitality worker that works with or around alcohol, therefore all staff employed at the Club must be trained and hold a current RSA certificate. All new staff must have a current certificate at time of employment. Norths Devils Leagues Club is committed to take the initiative to train and renew certificates for all relevant staff in RSA and all relevant employees must have the current accreditation so that we can adopt the best practises at all times.

A register and copy of the Statement of Attainments by staff are kept by Management in a register and are available for inspection by the relevant authorities upon request. Management and staff of the Norths Devils Leagues Club constantly reinforce Responsible Service of Alcohol principals and best practices in every day trade. Management support staff who practice and enforce Responsible Service of Alcohol when liaising with Members and Guests.

### **2. MINORS**

Norths Devils Leagues Club do not allow minors on the licensed premise unless the minor is accompanied by a parent or legal guardian (that person being of parental age – minimum of 10 years difference).

Minors under no circumstances will be served alcohol or permitted near the bar areas. Supplying a minor with alcohol (whether by staff or another individual) will be acted on immediately. In this instance both parties will be informed as to the consequences of their actions and should they choose to ignore the directive given by the staff member they will be requested to leave the licensed premises by the Manager on duty at the time of the incident. 2

All Patrons are required to provide acceptable evidence of age by way of photo identification (any person under the age of 25 may be asked at any time to show proof of age). Any minor producing false identification will be asked to leave the premises. A copy of the Liquor Licensing's Bulletin can be located in the Bar area or Reception regarding acceptable forms of identification and all staff are encouraged to utilise this document.

As an exception, minors are allowed on the premises if they are employed, receiving training or work experience at the venue (the young person can serve liquor and perform all bar duties, but cannot drink liquor themselves. After their shift has finished they cannot remain on the premises unless they fit into one of the other categories above. Employees who are minors, are not permitted to remain on the premises once their shift has finished.

Management of the Norths Devils Leagues Club support staff who practice and enforce ID checking of Patrons.

The acceptable Forms of Identification are listed below –

- Current Australian Drivers Licence
- Current Australian or Foreign Passport
- Current Proof of age Card from any state or territory (18+ Card)
- Current Victorian Keypass
- Current International Drivers Permit as long as it has a photo, D.O.B and is written in English

### **3. UNDULY INTOXICATED & DISORDERELY PATRONS**

All Norths Devils leagues Club staff are trained in identifying signs of undue intoxication. Staff are also aware that liquor cannot be served to a disorderly patron. This means that the Patron need not be intoxicated, unduly intoxicated or under the influence of another substance but sober.

Unduly intoxicated persons may exhibit a combination of the following signs however we encourage common sense at all times when refusing service –

“difficulty moving around objects, bumping into or knocking over furniture falling down, swaying and/or dozing while sitting at a bar or table, clumsy or uncoordinated movements, stumbling or change in gait, crude behaviour, spilling drinks or the inability to find one's mouth with a glass, inappropriate sexual advances, annoying other customers and employees, glassy eyes, lack of focus, loss of eye contact, becoming careless with money, buying rounds for strangers, becoming loud and boisterous and making comments about others, aggression and belligerence, becoming agitated or argumentative, inability to light a cigarette, letting a cigarette burn in an ashtray without smoking it, inability to pick up change from table/bar, rambling conversation, loss of train of thought, altered speech patterns, irrational or nonsensical statements”. 3

Some outward signs of a disorderly patron would be –  
“aggressiveness, carelessness, violent, disruptive, argumentative, boisterous, effecting patrons comfort/enjoyment level”

It is important that all staff actively monitor levels of undue intoxication of all Patrons. Unduly intoxicated or disorderly Patrons will be requested to leave the licensed premises by the Manager on duty. All efforts will be made by Management and staff to ensure unduly intoxicated persons receive a safe mode of transport from the premises eg Taxi. Management do not support drinking practices such as binge drinking or encourage irresponsible consumption practices.

Management support staff who do not serve unduly intoxicated Patrons and seek to meet its Duty of Care obligations to all Patrons.

#### **4. SECURITY**

Norths Devils leagues Club only employ licensed crowd controllers whether directly or through a licensed organisation. They are licensed under the Security Providers Act 1993. A register and copy of current licenses are kept by Management.

Crowd Controller’s will assist the Duty Managers when required and requested. Crowd Controllers will ask unduly intoxicated Patrons to leave the premises when required, offering them a safe mode of transport from the premises if required eg Taxi.

All crowd controllers will act respectfully towards Patrons at all times. They will also not use excessive force when removing a patron from the premises.

Protocols for refusing entry to the premises will be displayed in the foyer area such as dress codes, acceptable behaviours etc.

CCTV is operational within the Norths Devils Leagues Club premises and footage will be held for 28 days where possible.

Management and staff of the Norths Devils Leagues Club pride themselves on providing a safe venue for members and bona fide guests. 4

## **5. STAFF TRAINING**

Management of the Norths Devils Leagues Club encourage all staff to be trained efficiently and effectively in their job, and continue to update their skills as the industry progresses.

Management ensure all staff are trained in Responsible Service of Alcohol and new employees must have a current certificate. A register is kept of all staff members who have achieved this accreditation.

All relevant staff have signed this policy and agree to abide by its contents.

Regular staff meetings are conducted to ensure staff are kept informed of changes in the industry and records are kept of all meetings including the attendance.

Staffing levels behind the bar will be monitored at all times to ensure Responsible Service of Alcohol is enforced and to clear empty cans, bottles and glasses to ensure a safe environment for all Patrons.

## **6. PROMOTIONS**

Management of Norths Devils Leagues Club adopt 'best practices' in the promotions of liquor and at all times adhere to the strict guidelines layed down by Liquor Licensing with respect to the advertising and promotion of liquor.

Management of Norths Devils Leagues Club will not conduct promotions or offer heavily discounted alcohol that will encourage rapid or excessive consumption.

Management will not conduct promotions that may encourage the harassment of Patrons and staff.

Management and staff strive to ensure that all Patrons have an enjoyable time in a safe environment as to ensure future visits from those Patrons.

## **7. RESPONSIBLE HOSPITALITY PRACTICES**

Norths Devils Leagues Club offers free water in all areas of the Club by way of drinking fountains throughout the Club or Bars, or bottled water at a reasonable price. We also provide non-alcoholic and low-alcohol drinks and promote the awareness of drink spiking issues.

Management and staff encourage patrons to monitor and control their consumption of liquor. Staff will also supply liquor in standardised quantities that can be recognised by Patrons. Half measures of spirits will be served on request. By abiding by these practises it will deter Patrons from rapid or excessive alcohol consumption. 5

## **8. NOISE AND AMENITY**

Norths Devils Leagues Club respects its neighbours and therefore we ask our Patrons to respect their privacy when entering or leaving the premises. We monitor entertainment and patron noise to comply with all prescribed noise levels and also scrutinise behaviour in and around the vicinity of the premises.

We maintain an incident register, recording all incidents on or around the premises. Taxi's or the Courtesy Bus can be organised for transport if required.

The Club maintains appropriate lighting around the venue for Patrons comfort and safety. There is also a Fire Safety Evacuation plan which is maintained and reviewed on a regular basis.

## **9. CONSULTATION WITH THE COMMUNITY**

Management and staff of the Norths Devils Leagues Club are actively involved in key stakeholder groups such as Clubs Queensland.

We keep abreast of issues relating to the Responsible Service of Alcohol in our local community. Management regularly attend local licensee forums and meetings.

We regularly receive Liquor Licensing Division updates on Responsible Service of Alcohol issues and pride ourselves on being a responsible community citizen in the local business community. 6

## **10. COMPLIANCE WITH LAWS**

Norths Devils Leagues Club complies 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 & Safety Act 1995
- Industrial Relations Act 1999
- Workers Compensation and Rehabilitation Act 2003
- Food Act 2006
- Fire and Rescue Service Act 1990, and;
- Local By-Laws outlined by the Local Government.

We comply with all laws which enable us to engage in good business practises.