



## **RESPONSIBLE SERVICE OF ALCOHOL**

The North Fremantle Amateur Football Club recognises the right of every individual to enjoy themselves in a safe, sociable, reliable and legal environment.

The good health of all participants will always be the first priority.

Where possible the North Fremantle Amateur Football Club will:

***Ensure compliance with the Liquor Licensing Act 1998 including:***

- Not selling or supplying alcohol to an intoxicated [drunk] person;
- Not serving to intoxication;
- Ensuring the quiet or good order of a neighbourhood is

- not frequently disturbed by activity occurring at the licensed premises or by patrons in the vicinity of the premises;
- Not allowing the sale or supply of alcohol to people aged under 18;
- Ensuring that alcohol is serviced in a responsible manner;
- Providing food, water, non- and low alcohol alternatives; and
- Ensuring access to safe transport for patrons.

# BAR CODE OF CONDUCT

In accordance with the Liquor Licensing Amendment Act 1998 of WA and the Registered Club Act, Management and Staff will ensure the responsible service of alcohol at all times.

## **Controlling Intoxicated Persons:**

- Bar staff will assist patrons in their decision to drink in moderation.
- Bar staff have the right to refuse service to a Patron who is in a clear state of intoxication.
- Bar staff will not serve alcohol to any patron to the point of intoxication.
- Bar staff will interpret signs of intoxication as one or all of the following:
  - Dizziness;
  - Slurred speech;
  - Poor coordination;
  - Slower reactions;
  - Blurred vision;
  - Flushing;
  - Loss of inhibitions;
  - Aggression; and
  - Unconsciousness.

## **Controlling Juveniles:**

Bar staff will check the age of a patron who may be under the age of 18 ordering drinks in the restricted bar area.

Staff will not serve any patron they suspect may supply alcohol to another person to the point of intoxication or to minors.

Bar staff will request valid and recognised identification for suspected minors.

- Current Australian driver license with photo;
- Current passport; or
- WA issued Proof of Age Card.

Bar staff will refuse patrons alcohol if one of the above forms of identification cannot be provided.

## **Resolving Complaints:**

Bar staff will manage intoxicated, anti-social or disruptive patrons with safe removal from the premises.

All resident complaints will be acknowledged and directed to allocated personnel.

# CODE OF CONDUCT

## (Continued)

### **Patron Care:**

- Bar staff will ensure food will be offered at all times that alcohol is available.
- Bar staff will ensure free water is available upon request
- Bar staff will ensure Low-alcohol and non-alcoholic beverages will be available.
- Bar staff will ensure excessive or rapid consumption of alcohol is discouraged.
- Bar staff will discourage disorderly behavior.
- Bar staff will avail themselves of the training and literature given to them by management?
- Bar staff will ensure the effective transport of patrons.
- Bar staff will ensure food will be offered at all times that alcohol is available.

### **Respect the Neighbours:**

Bar staff will ensure the quiet or good order of a neighborhood is not frequently disturbed by activity occurring at the licensed premises or by patrons in the vicinity of the premises.

### **Responsible Server Practices:**

Bar staff will not promote alcohol as an enticement to attract people to the premises.

Bar staff will not promote cheap or discounted liquor likely to encourage the irresponsible consumption of alcohol.

Bar staff will adopt Responsible Promotion of Liquor for Consumption on Premises Guidelines.

# MANAGEMENT PLAN

**(Please note Plan does not need to be displayed but must be given to Relevant Authorities on Request)**

The Management and Staff of the North Fremantle Amateur Football Club will ensure the responsible service of alcohol at all times in accordance with the Liquor Licensing Amendment Act 1998 of WA and the Registered Club Act.

## **Serving Alcohol:**

Alcohol will be served according to the requirements of the Club's liquor licence and in accordance with the safety and wellbeing of patrons.

- The Club will discourage excessive or rapid consumption of alcohol.
- Alcoholic drinks will be served in standard drink measures.
- The Club will display posters on Blood Alcohol Content and the ways alcohol affects the body.
- The liquor licence will be displayed at the bar.
- The Club House Manager is responsible for ensuring the above best practices will be undertaken by the Club.

## **In hours training:**

- Only trained servers will be permitted to serve alcohol.
- The Club will pay for all personnel to receive training on the service of alcohol.
- The Club will provide a position description and Club orientation for all bar personnel.
- All bar personnel will receive information on Club serving of alcohol requirements and procedures.
- The Club House Manager is responsible for ensuring training is undertaken by bar personnel.

## **Intoxicated patrons:**

- Alcohol will not be served to any person who is intoxicated.
- Servers will follow procedures, provided in their training by the Liquor Licensing Commission, for dealing with and refusing alcohol to intoxicated patrons.
- Intoxicated patrons will be asked to leave the Club.
- The Club will encourage safe transport options.

- The Club will allocate management personnel to undertake and assist with bar staff in the removal of patrons from the venue.

## **Underage drinking:**

- Alcohol will not be served to minors.
- Staff will request proof of age, where appropriate.
- Only photographic ID will be accepted.

## **Safe transport**

- The Club will take every action necessary when the driver is over the 0.05 limit.
- The Club will prominently display taxi phone numbers.
- Club members and bar staff will encourage intoxicated patrons to take safe transport home.
- The Club will implement a designated driver program.

## **Low-alcohol and alcohol- free drinks**

- The Club will provide a selection of low-cost, low-alcohol and alcohol-free drinks at the bar.
- Free jugs of water will be placed at the bar.
- A range of low-alcohol and non-alcoholic drinks will be actively promoted and sold at prices competitive with those of full-strength alcoholic drinks.
- Tea and coffee will be available at the bar during social functions.

## **Provision of food**

- The Club will actively promote and provide a range of snacks and meals when alcohol is served.
- The Club will actively promote and sell food whenever alcohol is available.
- The Club will provide a range of attractive, nourishing and inexpensive snacks and meals.
- The Club will use food or canteen awards rather than alcohol as prizes for player performance.

## Promoting the responsible use of alcohol

- The Club will actively demonstrate its attitude relating to the responsible use of alcohol.
- The Club will not advertise, promote or serve alcohol at junior events or activities.
- The Club will educate Club members and supporters about the alcohol policy through Club media outlets.
- The Club will pursue non-alcohol sponsorship and revenue sources.
- The Club will provide alcohol-free social events for young people and families.
- Alcohol advertising will only appear at the bar.
- The Club will not promote alcohol through 'cheap drink' strategies, such as happy hours.

## Complaint Procedures

- The Club will take every action necessary to solution complaints from the community.
- The Club will allocate personnel responsible to respond to complaints from the community.
- The Club will ensure all personnel follow Club complaint procedures.
- The Club will allocate personnel responsible to ensuring a safe environment for all participants.

## Review Practices

- The Club will review the management plan yearly or on request from Club personnel.
- The Club house Manager is responsible for monitoring the effectiveness of alcohol service delivery and practices.
- All House Management policies and practices will be reviewed by allocated personnel based on the needs and best practices of the Club.
- The Club will actively implement change which best recognises the right of every individual to enjoy themselves in a safe, sociable, reliable and legal environment.

## Notes: House Management Policy

In the Policy you need to have:

### 1. House Management Policy:

- a. Generic statement of intent on the way the licensee wishes to operate the premises.
- b. Code of conduct
  - says commitment to controlling intoxicated persons
  - controlling juveniles
  - resolving complaints from customers and residents

- patron care – which has:
  - harm minimization strategies which encourage;
  - the availability of food;
  - non alcoholic products;
  - staff training;
  - effective transport of patrons; and
  - discourage disorderly behaviour.
- respect the neighbours – statement should encourage patrons to respect the rights of neighbours and not to disturb the amenity of the local area
- responsible server practices [from Directors guideline on responsible promotion of liquor]

## c. Management Plan

In detail: how the House Policy and the Code of Conduct will be implemented:

- confirm the licensee and the approved manager have demonstrated their knowledge of the liquor licensing laws;
- in-house training;
- how responsible server practices will be adopted;
- the display of responsible service posters on the licensed premises;
- the way in which licensed security undertake their duties;
- the practices adopted to control juveniles on the licensed premises;
- the way in which intoxicated patrons are effused service; and
- the procedures in place to respond to complaint and protect the amenity of the area.

**HOUSE POLICY AND  
CODE OF CONDUCT  
MUST BE DISPLAYED IN A PROMINENT  
POSTION AT THE CLUB**