



RISK ASSESSMENT MANAGEMENT PLAN

Purpose: To promote responsible service of alcohol practices in order to minimise harm caused by alcohol abuse and misuse.

Coverage: Applies to all staff, including crowd controllers.

Hours of Operation

10am till Midnight Monday to Sunday

(Excluding Christmas Day, New Year's Eve, Good Friday and Anzac Day. The trading hours of which are prescribed in the Liquor Act 1992).

Harm Minimisation Measures – Responsible Service of Alcohol (RSA) Measures

- Charleville RSL Memorial Club (The Club) requires that all staff involved in the sale and supply of liquor complete an accredited RSA course within 28 days of commencing employment. The club will maintain copies of relevant staff RSA certificates.
- Staff will actively patrol and monitor patrons in all areas of the club.
- Free water is provided at the bar.
- A range of low-alcohol and non-alcoholic beverages are offered at prices lower than full strength alcohol.
- Stock piling of drinks, rapid and excessive consumption of alcohol is not permitted.
- No BYO Alcohol is allowed on the premises.
- Take-away purchases can only be made by approved persons and cannot be consumed on the premises.
- No alcohol will be sold after 12am, customers have ½ hour grace period in which to consume their last drink and vacate the premises.
- Liquor is supplied in standardised quantities.
- Snack food is available outside of meal service times.
- Responsible Service of Alcohol signage is on display.
- Management on duty support all staff enforcing RSA policies.
- Rapid intoxication drinks will not be sold **after 10pm**.
 - Rapid intoxication drinks are defined as:
 - Drinks designed to be consumed rapidly such as shots, bombs, shooters etc;
 - Drinks containing more than two nips of liquor;
 - Pre-mixed alcoholic drinks containing more than 5% ethanol **and** more than 2 standard drinks.
- Double shots (two nips of liquor) will only be served in a schooner glass (425ml) and not at all after 10pm.

Address
37 Watson St
Charleville QLD 4470

Postal
PO Box 1
Charleville QLD 4470

Phone: (07) 4654 1449
Fax: (07) 4654 2811
Email: admin@charlevillersl.com.au





Harm Minimisation Measures continued–

Shots, bombs & shooters etc must be consumed at the bar and patrons are limited to a maximum of 1 per hour.

Minors:

- Definitions
 - Minor: a person who is under the age of 18 years.
 - Responsible adult – is one of the following persons (in relation to a minor):
 - o Parent
 - o Step Parent
 - o Legal Guardian
 - o A person who has parental rights & responsibilities over the minor
- Note: An 18 year old is not a responsible adult for a minor.
- All minors must be accompanied and actively supervised by a responsible adult.
 - Minors are not be allowed to purchase alcohol.
 - Minors must not be served alcohol or allowed to consume alcohol.
 - Minors are not permitted into the gaming area or Designated Outdoor Smoking Area (DOSA).
 - Minors are not permitted to smoke on the premises.
 - Minors are not permitted in the “workers bar” area after 9pm.
 - Minors are not permitted to approach the bar.
 - Minors must leave the premises by 10pm.
 - If guests at a private event or function, minors are excluded from the previous 2 points above.
 - All patrons are required to provide acceptable evidence of age where there is any doubt they are under 25 years.
 - Staff must request ID when patrons who look under 25 enter the venue or ask to purchase alcohol.
 - Staff may request ID from patrons who look under 25 who are seen consuming alcohol on the premises.
 - All staff are trained in what constitutes acceptable evidence of age.
 - Management support staff who practice and enforce ID checking.
 - Staff have a duty of care to handle minors responsibly.

Unduly Intoxicated & Disorderly Patrons:

- Intoxication is the result of the consumption of liquor, drugs or another intoxicating substance.
- A person is considered unduly intoxicated if:
 - o the person’s speech, balance, coordination or behaviour is noticeably affected; and
 - o there are reasonable grounds for believing the affected speech, balance, coordination or behaviour is the result of the consumption of liquor, drugs or another intoxicating substance.





Some signs to look out for:

- Slurred speech
 - Staggering
 - Abusive language/behaviour
 - Rambling conversation and nonsensical statements
 - Inability to pick up change from the bar
 - Lack of focus and eye contact
 - Clumsy, uncoordinated movement
- Unduly intoxicated patrons will not be served or allowed to consume alcohol and will be removed from the premises as soon as possible.
 - Management support staff who refuse service to unduly intoxicated patrons.
 - Reasonable effort will be made to ensure unduly intoxicated patrons leave safely from premises, via taxi or a phone call to their choice of friend or family.
 - Staff will offer non-alcoholic beverages to intoxicated patrons.
 - Staff will actively monitor levels of intoxication of all patrons.
 - Management do not support drinking practices which
 - Foster a culture of binge drinking
 - Encourage irresponsible consumption practices
 - Management are to inform all other areas of intoxicated patrons on premise.
 - Senior staff will record incidents relating to refusal of service in the incident register.

Refusal of Service:

All staff and crowd controllers have a responsibility to uphold the Club's approach to RSA and the consistent management of patrons approaching undue intoxication. If a staff member considers a patron should be refused service due to undue intoxication or disorderly behaviour the following strategies should be applied:

- When possible obtain agreement from a supervisor and notify security before speaking to the patron.
- Use tact and non-aggressive body language whilst politely informing the patron you cannot serve them any more alcohol.
- Explain the reason for refusal of service (e.g. continued bad language or inappropriate behaviour, or signs of undue intoxication such as slurred speech etc).
- If appropriate offer non-alcoholic beverages or offer to call a Taxi or a friend of the patron for a lift home.
- Request that they leave the premises, make reasonable efforts to ensure they do so safely and do not hang around outside.
- Record incidents relating to refusal of service in the incident register.

Address
37 Watson St
Charleville QLD 4470

Postal
PO Box 1
Charleville QLD 4470

Phone: (07) 4654 1449
Fax: (07) 4654 2811
Email: admin@charlevillersl.com.au





Advertising and Promotions:

- No external advertising of the in-house sale price of liquor.
- Promotions must present a mature, balanced and responsible approach to the consumption of alcohol beverages.
- Promotions must not have a strong or evident appeal to children or adolescents.
- Promotions must not suggest that the consumption or presence of alcohol beverages may create or contribute to a significant change in mood or environment.
- Staff to strive to provide a relaxing, entertaining and responsible environment.

Liquor Accord

- The Club believes that a cooperative approach between licensees and industry stakeholders to create safe and well-managed environments in and around each licenced premises benefits the Club, members and community as a whole. Currently there is currently no Liquor Accord group in Charleville.

Smoking

- Designated outdoor smoking areas (DOSAs) are provided and clearly marked.
- Additional non-smoking outdoor areas are provided and clearly marked.

Security

- Local Police are encouraged to perform periodic walk throughs on Friday and Saturday nights.
- Security refers to all security staff whether employed by the venue or by a security provider either in the roles of premises security or crowd control or both.
- Management only employs security licensed under the *Security Providers Act 2008*;
- A Security Incident Register is maintained and kept at Reception.
- Copies of current licenses of security are filed in the Security Incident Register.
- Security must be wearing a uniform distinguishable from staff and patrons.
- All security are trained in the approved RSA. A register of RSA certificates is kept by management.
- Security will ask unduly intoxicated patrons to leave the premises if required by management
- Security do not use excessive force in removing patrons.
- Security to discourage anyone from driving if they appear intoxicated, offer to contact a Taxi.
- All security act respectfully towards patrons at all times.
- All incidents of forced removal to be reviewed by management and supplier of security.
- Behaviour of those in and around the vicinity of the premises is scrutinised by security periodically.
- Internal and external CCTV is operational at all exits to the premises as well as throughout the venue.
- CCTV footage is held as required by law.





Sign-in

- Members / reciprocal members are required to show membership cards.
- Guests and visitors must sign in.
- Protocols on who will be refused entry will be advertised at the entrance (e.g. Dress code).
- In the event of a large influx of patrons, management on duty, with assistance from security, will ensure all patrons are signed in correctly, meet minimum entry requirements, and are not unduly intoxicated on arrival. Should anyone not meet the requirements, they will be turned away with the offer to call a taxi.

Lighting

- Adequate operational lighting within venue and grounds is provided for safety of patrons and local community.
- Car park is well lit at night with appropriate lighting at the venue entrance.
- External lights come on at dusk and turn off at dawn.
- Within the venue all areas are well lit.

Provision of food

- Bistro is open 7 days a week for lunch and dinner and provides a variety of meals from snacks to substantial main meals.
- Snack food is available outside of bistro operating hours.

Staff training

- All bar staff are trained in RSA within 28 days of commencing employment.
- All training records and copies of certificates are kept in a staff training register located at reception.
- Management reinforce RSA principals and practices in every day trade.
- Regular staff meetings are held to ensure staff are kept informed of changes in the industry.
- Records are kept of all meetings attended by staff.

Address
37 Watson St
Charleville QLD 4470

Postal
PO Box 1
Charleville QLD 4470

Phone: (07) 4654 1449
Fax: (07) 4654 2811
Email: admin@charlevillersl.com.au





Entertainment/Noise

- Entertainment and patron noise is monitored at regular intervals to comply with prescribed noise levels.
- Hired entertainers are advised of the noise restrictions and other matters within their contract, including:
 - Acceptable dB level while performing
 - Noise restrictions outside the venue when taking any equipment to and from the venue
 - Appropriate behaviour when arriving and leaving the venue
 - Appropriate dress regulations
 - Required finish time
 - Position of speakers
- Management practises to reduce noise levels by keeping external doors and/or windows closed after 10:00pm.
- Speakers are placed on the floor on vibration absorbent mats, or as close as to the floor possible and facing slightly inwards to direct noise to the immediate audience.
- All noise complaints received by phone or in person are recorded in the communication diary.
- Key plant equipment (such as refrigeration and air handling) are maintained and serviced on a regular basis.
- Bins are not emptied before 7am and after 9pm.
- We ensure all patrons are off the premises ½ hour after closing.

Transport

- Staff will phone for taxis as requested.

Fire Safety

- Management and staff have regular fire safety training as required.
- Security or management on duty are to ensure the number of patrons does not exceed the number listed on the fire safety certificate.
- On busy nights, Duty Managers must regularly check the venue to ensure that thoroughfares and exits are not blocked by patrons.

Address
37 Watson St
Charleville QLD 4470

Postal
PO Box 1
Charleville QLD 4470

Phone: (07) 4654 1449
Fax: (07) 4654 2811
Email: admin@charlevillersl.com.au

