



Charleville RSL Memorial Club

Smoking Management Plan

Premises/Business Name: Charleville RSL Memorial Club Inc

Situated Address: 37-39 Watson Street
Charleville QLD 4470

Postal Address: PO Box 1
Charleville QLD 4470

Licence number: 81628

Licence Type: Community Club Licence

Extent of Licence: Clubhouse including covered porch and outdoor area on the River Street frontage of the clubhouse, situated at the corner of Watson and River Streets Charleville.

For more information about this plan contact:

Damon Moody, General Manager, 07 4654 1449

Signed on behalf of Licencee:

Reasons for Plan

Charleville RSL Memorial Club Inc has developed this Smoking Management Plan to comply with the legal requirements for having Designated Outdoor Smoking Areas (DOSAs). This Plan provides detailed information on the DOSAs including the location and boundaries of the DOSAs, how smoking is managed at the premises, and measures for assisting compliance. This plan also promotes and supports the Club's commitment to preventing children from smoking and minimizing exposure of staff and patrons to environmental tobacco smoke.

This plan is made under section 26Zc of the tobacco and Other Smoking Products ACT 1998.

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
ABN:56 313 634 404





Designated Outdoor Smoking Areas (DOSA's)

No. of DOSA's: 2 % of total outdoor liquor licensed area: <20%

Locations: 1. Off gaming Lounge, Watson Street side of building
 2. Off TAB/workers Bar, River Street side of building

Buffers: 1. 2m wide area
 2. 2m wide area

Signage

No Smoking: Front entrance, beer garden, doors returning from gaming DOSA and main DOSA.

Diagram of DOSA locations: Front entrance and both DOSA's.

Notice of availability of Smoking Management Plan:
 Front entrance and in both DOSA's.

Management of Smoking

Charleville RSL Memorial Club is managing smoking and smoking issues through the following actions:

- Establishing two DOSA's where smoking and drinking is allowed, and banning smoking at all other licenced areas of the Club.
- Directing patrons who wish to smoke to one of the DOSA's.
- Instructing staff who wish to smoke to use DOSA 1.

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
ABN:56 313 634 404





- Ensuring that within each DOSA there is no:
 - Serving of food or drink
 - Consumption of food
 - Provision of entertainment
 - Gaming machines
- Ensuring as much as possible that ashtray, smokers bins and lighters are located only in the DOSA's.
- Provide training to staff so they how to immediately and adequately address non-compliance (see "Staff training and complaint handling" sections of this plan).
- Not selling tobacco products.

Staff Training

Charleville RSL Memorial Club is providing training and regular instruction to staff to ensure that tobacco laws are met.

- Staff are made aware of where patrons and staff can't smoke at the Club.
- Staff are made aware if they, or patrons some in a no-smoking area they can get an on-the-spot fine (two penalty units).
- Staff are made aware that the licensee of the Club can be held responsible if a person smokes in a no-smoking area (maximum 140 penalty units).
- Staff are instructed that if they see a patron smoking in a no-smoking area they must:
 - Request the patron stop smoking immediately and explain they are breaking the law if they don't stop smoking in a no-smoking area.
 - Immediately cease food or drink service to the patron if the person does not follow their direction to stop smoking.
 - Involve the Duty Manager if the situation is escalated or the complaint is complex.
- Staff are instructed that if they see a staff member smoking in a no-smoking area they must report it to their supervisor.
- Staff are instructed that if a patron consumes or takes food into a DOSA, the patron must be reminded of the DOSA rules and request the patron stop eating and step outside the DOSA to eat.
- At staff meetings there are discussions about how staff are going with enforcing the no-smoking laws, and practical ways to solve any problems they may be having.





Complaint Handling Procedure

Charleville RSL Memorial Club resolves complaints about smoking on the premises quickly and in a transparent manner. While all staff at Charleville RSL Memorial Club enforce the tobacco laws by directing patrons to stop smoking in no-smoking areas, difficult situations and complaints are referred to the Duty Manager.

Upon receiving a complaint, the Duty Manager determines the nature of the complaint. If it is legitimate, the following measures are taken:

- Inform the patron about the legal requirements, including the on-the-spot fine.
- Stop food or drink service while the patron is smoking in a no-smoking area.
- Keep a written record of the incident and action taken.

If the complaint has no basis, the duty manager will take no further action. If the patron is not satisfied with the outcome, the duty manager will direct them to 13QGOV (13 7468) for information about Queensland's existing tobacco laws, to seek legal advice or contact Clubs QLD.

Reviewing this Plan

Charleville RSL Memorial Club will know this Smoking Management Plan is being implemented successfully by obtaining regular feedback from staff at staff meetings, and by monitoring the number of incidents where patrons smoke in no-smoking areas.

This Smoking Management Plan will be reviewed annually.

List of Attachments

Map of Licensed area displaying DOSA and outdoor licenced no smoking areas.

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
ABN:56 313 634 404



