

Responsible Service of Alcohol Policy

Redcliffe RSL in the best interest of its members, guests and the community promotes the Responsible Service of Alcohol

- All of our staff are trained in Responsible Service of Alcohol
- A copy of the Statements of Attainments are kept by management in a register
- Management and staff constantly reinforce Responsible Service of Alcohol principles and practices in every day trade
- Management support staff who practice and enforce Responsible Service of Alcohol.

Minors

Minors under no circumstances will be served alcohol or permitted near the bar areas; minors must be accompanied by a parent or legal guardian (that person being of parental age – minimum 30 years); all patrons are 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); individuals buying or providing alcohol to a minor will be asked to leave the premises; any minor producing false identification will be asked to leave the premises; management support staff who practice and enforce ID checking.

Acceptable Forms of Identification

- Current Drivers Licence
- Current Passport
- Current 18+ Card
- Victorian Key pass

Unduly Intoxicated & Disorderly Patrons

All staff are trained in identifying signs of undue intoxication; unduly intoxicated persons will not be served; management supports staff who do not serve unduly intoxicated patrons; unduly intoxicated patrons will be asked to leave the premises, all efforts will be made by management and staff to ensure unduly intoxicated persons receive a safe mode of transport from the premises e.g. taxi, all staff actively monitor levels of undue intoxication of all patrons, management do not support drinking practices such as binge drinking or encourage irresponsible consumption practices; management seeks to meet its duty of care obligations to all patrons.

Security

Management only employ licensed crowd controllers; a register and copy of current licences are kept by management, crowd controllers will ask unduly intoxicated patrons to leave the premises if required, crowd controllers will assist in obtaining a safe mode of transport from the premises for unduly intoxicated patrons, all crowd controllers will act respectfully towards patrons at all times, crowd controllers will not use excessive force to remove patrons, protocols for refusing entry to premises will be displayed in the foyer area such as dress codes, behaviour, CCTV is operational within the club premises and tapes will be held for 28 days.

Staff Training

- Management encourage staff to be trained efficiently and effectively for their job and continue to update their skills as the industry progresses.
- Management ensure all staff are trained in Responsible Service of Alcohol.
- All staff have signed this policy and agree to abide by its contents.
- A register is kept to ensure all staff have read and understand this policy.
- Regular staff meetings are held to ensure staff are kept informed of changes within the industry, records are kept of all meetings including 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.

Responsible Hospitality Practices

- We provide free water to all customers by way of drinking fountains located throughout the Club or bars or bottled water at a reasonable price.
- We provide non-alcoholic and low alcohol drinks.
- We promote awareness of drink spiking issues.
- We encourage patrons to monitor and control their consumption of liquor.
- We will supply liquor in standardised quantities that can be recognised by patrons.
- We will serve half measures of spirits on request.
- We will deter patrons from rapid or excessive alcohol consumption.
- We will permit the sale of shots and cocktails
- We will not permit the sale of jugs of spirits nor will bulk ordering of liquor be permitted at closing time or during Happy Hours.

Noise and Amenity

- We respect our neighbours and ask our patrons to respect their privacy when entering or leaving the premises
- We will monitor entertainment and patron noise to comply with all prescribed noise levels.
- We scrutinise behaviour in and around the vicinity of the premises.
- We maintain an incident register, recording all incidents on and around the premises.
- We can organise taxis (or courtesy bus if available) transport if required.
- We have provided appropriate lighting around the venue for your comfort and safety.
- We have a fire safety evacuation plan which is maintained and reviewed on a regular basis.

Consultation with the Community

- We are an active member of 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.
- We pride ourselves on being a responsible community citizen in the local business community.

Compliance with Laws

We comply with all mandatory laws including:

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