

RESPONSIBLE SERVICE of ALCOHOL

HOUSE POLICY

Responsible Service of Alcohol (RSA) refers to the service, consumption and promotion of alcoholic products in a manner that minimises the potential harm that may be caused by alcohol consumption to individuals, their families and the community generally.

1. Nambucca RSL Club recognises that it is against the law to serve any person to intoxication.
2. Nambucca RSL Club recognises that it is against the law to serve or supply alcohol to any person under the age of 18.
3. Nambucca RSL Club recognises that it is against the law to allow intoxicated, disruptive or violent behaviour to occur on the premises
4. Additionally Nambucca RSL Club seeks to ensure that no harm comes to patrons as a result of our service of alcohol.

Nambucca RSL Club strives to foster responsible service of alcohol practices amongst patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

Nambucca RSL Club's Mission Statement

To properly conduct alcohol related services in a lawful and socially responsible manner, having regard to potential harm and community concerns about alcohol consumption.

Participation in a Liquor Accord

Nambucca RSL Club is an active member of the Nambucca Valley Liquor Accord.

Responsible Service of Alcohol - Policies and Measures

Nambucca RSL Club has adopted the following policies and measures to fulfil its stated RSA commitment:

- offers a range of drinks on premises. These include a range of non-alcoholic beverages.
- discourages excessive drinking. The serving of shots & doubles is at Management's discretion.
- iced water is provided on a complimentary basis on request.
- seeks to create an environment that discourages drunken, disruptive or violent behaviour.
- does not seek to encourage rapid or excessive consumption of alcohol through pricing..
- low alcohol beers and non-alcoholic beverages are stocked and promoted.
- Staff have been acquainted with this House Policy and training to implement it.
- the Club displays all legally required RSA signs.

Under Age Drinking

- Nambucca RSL Club has surveillance procedures designed to detect under age persons seeking to enter the premises.
- if a staff member believes that a person, who is ordering or being supplied alcohol, is under 18 years of age, they will politely request proof of age (Passport, RTA Photo Card or Photo Drivers Licence).
- if the person is less than 18 years of age, or refuses to produce identification, staff will refuse service and request the Manager on duty to ask the person to leave Club premises.
- an incident book is maintained to record all instances of underage entry or attempted entry.

Nambucca RSL Club Responsible Service of Alcohol Policy

Disruptive, Violent or Intoxicated Behaviour

- Nambucca RSL Club does not allow intoxicated persons to enter Club premises.
- if a staff member becomes aware that a person's behaviour is becoming disruptive or violent they will notify the Manager on Duty.
- if the unacceptable behaviour does not cease the Manager on duty will require the person(s) to leave Club premises.
- as a last resort Police will be called to remove person(s).

Driving with Illegal Blood Alcohol Concentration

Nambucca RSL Club Staff members will actively seek to discourage persons who appear to have a blood alcohol concentration higher than the legal limit from driving. The Club offers a number of services designed to discourage drinking and driving. These services include: Making of alternative transport arrangements, courtesy bus facilities and the holding of car keys in a safe place.

Refusal of Service

- if a staff member feels that a patron has become intoxicated they will be asked to leave.
- if such patrons fail to leave the Police will be called and patrons may be fined.
- the Manager on duty will determine whether or not service should be refused.
- if service is refused the Manager on duty will politely explain to the patron(s) that the Club cannot legally serve alcohol to the point of intoxication.
- intoxicated Members or Guests will be informed that further service of alcohol is illegal and Contravenes the Club's responsible service of alcohol principles.

Nambucca RSL Club is committed to these principles. All staff have been informed about this policy on responsible service of alcohol and adequately trained to support this policy. Nambucca RSL Club actively seeks to publicise and promote its position on Responsible Service Practice.

Excluded Persons

- are required by law to move more than 50 metres away from the premises.
- excluded persons cannot return to the venue for at least 24 hours.
- excluded persons are not permitted to return to the vicinity within 6 hours.
- if an excluded person fails to comply they are committing an offence and police can take action.

Expectation of Members, Guests & Visitors to the Club

- treat all staff with respect.
- abide by the House Policies.
- at all times obey the law, and conduct themselves in an orderly and appropriate way.
- respect the local amenity particularly when arriving and departing from the area.
- not arrive unduly intoxicated into the area - entry and service will be refused.
- immediately leave the premise when required.
- accept refusal of service and refusal of entry.
- cooperate with the Police and the local Community to improve local outcomes