

Southport Yacht Club Inc

HOUSE POLICY

Southport Yacht Club Inc is committed to provide a safe and friendly atmosphere for members, guests and bona-fide visitors to meet and socialise in an environment which is provides responsible services, with a highlight on patron duty of care.

Southport Yacht Club adheres to our House Policy by observance of the following policies and guidelines:

RESPONSIBLE SERVICE OF ALCOHOL (RSA)

1. All staff are trained in RSA
2. A register and copy of Statements of Attainments by staff are kept by management
3. Management constantly reinforce RSA principals and practices in every day trade
4. Management support staff who practice and enforce RSA learnings
5. Staff report all incidents which affect our RSA policies

MINORS

1. Minors are not permitted entry to the premises without being accompanied by an adult
2. Minors are not permitted to enter the gaming lounge or main bar service areas
3. Minors will not be served alcohol
4. Individuals procuring drinks for minors will be removed from the premises
5. All patrons are required to provide acceptable evidence of age where there is any doubt they are under 18
6. All staff are trained in what constitutes acceptable evidence of age under the *Liquor Act 1992*
7. Management support staff who practice and enforce ID checking

UNDULY INTOXICATED & DISORDERLY PATRONS

1. All staff are trained in identifying signs of undue intoxication\
2. Unduly intoxicated patrons will not be served
3. Management support staff who do not serve unduly intoxicated patrons
4. Unduly intoxicated patrons will be asked to leave the premises
5. A taxi can be called for unduly intoxicated patrons, to take them home safely
6. All staff actively monitor levels of undue intoxication of all patrons
7. Management do not support drinking practices which:
 - foster a culture of binge drinking; and
 - encourage irresponsible consumption practices.
8. Management seeks to meet its duty of care obligations to all patrons.

SECURITY

1. Management only employs crowd controllers licensed under the Security Providers Act 1993
2. A register and copy of current licences of crowd controllers are kept by management
3. A register and copy of Statements of Attainments for RSA are kept by management
4. Crowd controllers will ask unduly intoxicated patrons to leave the premises if required
5. Crowd controllers will organise taxis for unduly intoxicated patrons to go home safely
6. All crowd controllers act respectfully towards patrons at all times
7. Crowd controllers do not use excessive force in removing patrons
8. Protocols on who will be refused entry will be advertised at the entrance (e.g. dress code)
9. CCTV is operational at entries and exits on the premises
10. CCTV tapes are held for a minimum of 7 days
11. Southport Yacht Club is proud to provide a safe venue

STAFF TRAINING

1. Management encourage staff to be trained efficiently and effectively for their job
2. Management ensure all staff are Responsible Service of Alcohol trained
3. All staff have signed off and agree to work according to this published House Policy
4. A register is kept to ensure all staff have read and understood the House Policy
5. Regular staff meetings are to be held to ensure staff are kept informed of changes in the industry
7. There will be four staff down and three up working behind the bar when the premise capacity is full to ensure responsible service of alcohol is adequately monitored
8. There will be four staff down and four staff up working to clear empty cans, bottles, cups etc when the premise capacity is full to ensure a safe environment is maintained for all patrons
9. There will be two staff down and one up working behind the bar when the premise capacity is half full to ensure responsible service of alcohol is adequately monitored
10. There will be two staff members working to clear cans, bottles, cups etc when the premise capacity is half full to ensure a safe environment is maintained for all patrons.

PROMOTIONS

1. Free liquor and multiple quantities of liquor are not promoted off the premises
2. Management do not heavily discount or offer free alcohol to encourage drinking for drinking's sake
3. Management do not promote activities that encourage harassment of patrons or staff
4. Management choose to promote the amenity of the venue
5. Southport Yacht Club Inc strives to provide patrons with a relaxing, entertaining and enjoyable visit which encourages patronage
6. Management and staff are here to ensure patrons have a good time, one which they remember and are pleased to return to have again.

RESPONSIBLE HOSPITALITY PRACTICES

1. Southport Yacht Club provides water both free or at a reasonable price to all patrons
2. We promote awareness of drink spiking issues
3. We encourage patrons to monitor and control their consumption of liquor
4. We will deter patrons from rapidly and excessively consuming liquor
5. We will serve half measures of spirits, if requested

NOISE & AMENITY

1. Southport Yacht Club respects our neighbours and asks patrons to respect them too
2. We monitor entertainment and patron noise to comply with all prescribed noise levels
3. We scrutinize behaviour in and around the vicinity of the premises
4. We maintain an incident register recording all incidents on or around the premises
5. We can organize taxis if patrons require transport
6. We have provided appropriate lighting around the venue for patrons' comfort and safety
7. We have a fire safety plan which is maintained and reviewed on a regular basis

CONSULTATION WITH COMMUNITY & KEY STAKEHOLDERS

1. Southport Yacht Club is an active member of key stakeholder groups i.e. Clubs Queensland
2. Management regularly attend local licensee forums and meetings
3. Southport Yacht Club prides itself on being a responsible community citizen in the local business community
4. Southport Yacht Club contributes to community organizations and charities

COMPLIANCE WITH LAWS

1. Southport Yacht Club Inc complies with all mandatory laws, including
 - Liquor Act 1992
 - Gaming Machine Act 1991
 - Anti Discrimination Act 1991
 - Tobacco and Other Smoking Products Act 1998
 - Trade Measurements Act 1990
 - Security Providers Act 1993
 - Workplace Health & Safety Act 1995
 - Industrial Relations Act 1999
 - Industrial Relations Act 1999
 - Workers Compensation & Rehabilitation Act 2003
 - Food Act 1981
 - Fire and Rescue Service Act 1990
 - Local by-laws, as outlined by Gold Coast City Council.
2. Southport Yacht Club complies with all laws which enable us to engage in good business practices
3. Southport Yacht Club has a comprehensive risk management process which engages with all aspects of our operations

All staff employed by Southport Yacht Club Inc are expected to read, and be familiar with this House Policy.

Staff are requested to ask management if clarification is required on any item of this House Policy.

By each individual staff member observing the policies contained in this Policy, we will, together, make the Southport Yacht Club a friendly, safe and enjoyable place for our members, guests and bona-fide visitors.

SYC Management

This document will change to suit legislative and Club policy so please ensure that you are aware of any changes.