

RISK ASSESSMENT MANAGEMENT PLAN (RAMP)

For SOUTHPORT YACHT CLUB INC.

MacArthur Parade,
MAIN BEACH Q 4217

Licence No 84657

Hours of Licence 10 am to 12 Midnight Monday to Sunday

The Principle activity is provision of facilities & services to Club members & the achievement of the Clubs objectives.

The meals will be available at both lunch and dinner time, with tapas available Thurs – Sun afternoons.



Responsible Service of Alcohol

- All Staff will be trained in RSA.
- A register and copy of Licences will be kept by management.
- Management will constantly reinforce RSA principals and practices in every day trade.
- Management support staff that practice and endorse RSA.
- Senior Managers will hold RMVL.
- General Manager will hold Approved Manager Licence.

Minors

- Minors are not permitted entry to the premises unless exemption is granted for take away meals and soft drinks.
- Minors will not be served alcohol.
- All patrons are required to provide acceptable evidence of age when there is any doubt they are under 18.
- All staff is trained in what constitutes acceptable evidence of age under the Liquor Act 1992 and amendments 2009.
- Management support staff that practice and enforce ID checking.

Unduly intoxicated and disorderly patrons

- All staff are trained in identifying signs of undue intoxication
- Unduly intoxicated patrons will not be served
- Management support staff who do not serve unduly intoxicated patrons
- Unduly intoxicated patrons will be asked to leave.
- A taxi can be called for unduly intoxicated patrons, to take them home safely.
- Management do not support drinking practices which foster a culture of binge drinking, or irresponsible consumption practices.
- Management seeks to meet its duty of care obligations to all patrons.

Security

- Staff are trained in the monitoring of patrons to ensure we provide a safe environment.
- If ever a function of over 100 persons, or if management advises security is required, a licensed crowd controller will be employed.

Staff training:-

- Induction – to ensure staff understand directors and management's expectations and are introduced to the procedures manual and best practices policies.
- Every appropriate staff member will complete a Responsible Service of Alcohol course (RSA). If there is a new staff member they may take up to 30 days to complete this course. A copy of each staff members RSA will be filed at the Clubhouse.
- Staff Procedures Manual and Best Practices Policies will be made available to all staff; this will inform the staff of their roles and expectations of the Club.
- Regular staff meetings will be held with RMLV staff.

Promotion:

- Free liquor and multiple quantities of liquor are not promoted off the premises.
- Management do not heavily discount or offer free alcohol to encourage drinking for drinking's sake
- Management do not promote activities that encourage harassment of patrons or staff.
- Management chooses to promote the amenity of the venue.
- We strive to provide the patron with a relaxing, entertaining and enjoyable meal.
- Management and staff are here to ensure the patrons have a good time, one which you enjoy and one which you remember and are pleased to return to have again.

Noise and Amenity

- We respect our neighbours and we will ask patrons to also do so.
- We monitor entertainment and patron noise to comply with our prescribed noise levels
- We ensure that any amplified or outdoor entertainment falls within our prescribed noise levels as outlined within the Acoustic Report attached to this RAMP, and any noise has a minimised impact on the surrounding locality.
- We scrutinise behaviour in and around our vicinity of our premises.
- We can organise patron's taxis. The taxi rank is situated approx. 300 metres from our premises
- There is sufficient lighting within and outside the Restaurant.

Responsible Hospitality Practices

- We provide water free to all patrons.
- We sell light and midstrength options at cheaper prices.
- We will deter the patron from rapidly and excessively consuming liquor
- We will supply liquor in standardised quantities that can be recognised by the Patron
- We supply non alcoholic wine and beer for those who require it

Compliance with Laws

We comply with all mandatory laws including:

- Liquor Act 1002 and Amendments 2009.
- Anti Discrimination Act 1991
- Tobacco and Other Smoking Products Act 1998
- Trade Measures Act 1990
- Security Providers Act 1993
- Work Place Health and Safety Act 1995
- Industrial relations Act 1999
- Workers Compensation and Rehabilitation Act 2003
- Food Act 1981
- Fire and Rescue Service Act 1990
- Local By- Laws outlined by local government
- We comply with all laws which enable us to engage in good business practices