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RESPONSIBLE SERVICE OF ALCOHOL POLICY

The aim of this policy is to ensure that Coolangatta & Tweed Heads Golf Club meets and complies with the objectives of the Liquor Act 2007 (NSW). In doing so, Coolangatta & Tweed Heads Golf Club aims to:



- Minimise the harm associated with misuse and abuse of liquor (including harm arising from violence and other anti-social behaviour).
- Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor.
- Ensure that the sale, supply and consumption of liquor contributes to and does not detract from, the amenity of community life.

Coolangatta & Tweed Heads Golf Club aims to provide a safe, relaxing and enjoyable environment for employees, members, guests and the surrounding community of Coolangatta & Tweed Heads Golf Club; to do this the Club will implement policy and procedure to:

1. Ensure alcohol is sold, supplied and consumed in accordance with the Liquor Act, Clubs Constitution and By-Laws;
2. Prevent intoxication on licensed areas of the Club premises;
3. Deal with unduly intoxicated and disorderly patrons;
4. Address security arrangements;
5. Deal with ejected patrons;
6. Provide employee training in RSA practices;
7. Promote responsible alcohol promotions;
8. Ensure quality food options are available;
9. Ensure transport arrangements are adequate and safe;
10. Deal with noise and amenity;
11. Provide patrons with a Self-Exclusion program;
12. Consult with the community and maintain membership with the local Liquor Accord;
13. Ensure compliance with the Liquor Act and other laws that are applicable to the Club;
14. Deal with disputes and customer complaints.

The RESPONSIBLE SERVICE OF ALCOHOL HOUSE POLICY is supported by the RESPONSIBLE SERVICE OF ALCOHOL MANAGEMENT PLAN (RSAMP). A copy of the RSAMP is available upon request.

Signed

	
Brett Holland – General Manager	James Stewart - President

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**COOLANGATTA
 & TWEED HEADS
 Golf Club**

RESPONSIBLE SERVICE OF ALCOHOL MANAGEMENT PLAN

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Coolangatta & Tweed Heads Golf Club (the Club) is committed to understanding the expectations of members and guests and consistently exceeding those expectations. The Club values honesty, excellence and community involvement.

The aim of this plan is to provide a safe, relaxing and enjoyable atmosphere for all employees, members, guests and the community at large. To ensure this, Club management and team members have developed the RESPONSIBLE SERVICE OF ALCOHOL MANAGEMENT PLAN with regards to the service of liquor. The plan will be implemented with intention to comply with the Liquor Act 2007. In doing so, we aim to:

- Ensure that alcohol is not sold or supplied to minors or intoxicated person;
- Reduce the risk of alcohol related violence and anti-social behaviour.

Coolangatta & Tweed Heads Golf Club acknowledges the obligations of the Liquor Act 2007 and provides due regard to the following under this Act:

- The need to minimise harm associated with misuse and abuse of liquor (including harm arising from violence and other anti-social behaviour).
- The need to encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor.
- The need to ensure that the sale, supply and consumption of liquor contribute to and does not detract from, the amenity of community life.

The RESPONSIBLE SERVICE OF ALCOHOL MANAGEMENT PLAN (RSAMP) documents how Coolangatta & Tweed Heads Golf Club intends to meet with the objectives of the Liquor Act. The Club will implement policy and procedure to address the following responsible practices as detailed in the RSAMP:

1. Ensure alcohol is sold, supplied and consumed in accordance with the Liquor Act, Clubs Constitution and By-Laws;
2. Prevent intoxication on licensed areas of Club premises;
3. Deal with unduly intoxicated and disorderly patrons;
4. Address security arrangements;
5. Deal with ejected patrons;
6. Provide employee training in RSA practices;
7. Promote responsible alcohol promotions;
8. Ensure quality food options are available;
9. Ensure transport arrangements are adequate and safe;
10. Deal with noise and amenity;
11. Provide patrons with a Self-Exclusion program;
12. Consult with the community and maintain membership with the local Liquor Accord;
13. Ensure compliance with the Liquor Act and other laws that are applicable to the Club;
14. Deal with disputes and customer complaints.

This management plan is in place to ensure a safe environment for employees, members, guests and the surrounding community of Coolangatta & Tweed Heads Golf Club.

1. THE RESPONSIBLE SERVICE OF ALCOHOL

Coolangatta & Tweed Heads Golf Club has a policy to serve patrons in a responsible, friendly, and professional manner. Employees are to assist patrons in their decision to drink in moderation. The venue encourages responsible hospitality practices, which includes the service of non-alcoholic beverages and free water. We aim to provide an environment that encourages responsible drinking decisions and reduce the risk of inappropriate and illegal service of alcohol.

Coolangatta & Tweed Heads Golf Club will refuse sale, supply and service to:

- 1.1. Anyone who is under the age of 18.
- 1.2. Anyone who appears under the age of 18 without acceptable evidence/proof of age.
- 1.3. Patrons who are at risk of undue intoxication.
- 1.4. Patrons who are intoxicated, or whose conduct is violent, indecent and or quarrelsome.
- 1.5. Patrons who are suspected of using or selling substances which are suspected to be illicit drugs.

We implement the responsible service of alcohol by implementing the following practices:

- Providing formally displayed RSA signage in prominent areas. Management and team members consult on the types of signs that are relevant to the business and may change these at any time.
- Providing free tap water to all patrons.
- Promote the service of non and low alcoholic beverages.
- Promote quality food and sales.
- Training team members to request ID of all patrons who appear under the age of 25 years.
- Training team members in what constitutes acceptable evidence of age under the Liquor Act.
- Provide ID checking guides at all points of sale and ensuring that regular checks are made to ensure that an up to date copy of the guide is always available.
- Arrange transport where and when required.
- Training all employees, including security team members in the Coolangatta & Tweed Heads Golf Club RSA MANAGEMENT PLAN and supporting documents.
- Promoting patron awareness by displaying appropriate signage regarding the legalities of the responsible service of alcohol. Compliance signage will be formally displayed in frames and permanently adhered to walls. Six monthly checks will be conducted and documented to ensure signage is displayed accordingly.
- Using trained RSA marshals.
- Only selling or supplying alcohol within the authorised trading hours.
- Liaison and co-operation with the local police and roads traffic authorities.

Coolangatta & Tweed Heads Golf Club is a prominent and responsible member of the Tweed Community and aims to promote and support a responsible, caring and professional approach, by Management and Team members, with regards to the service of liquor.

2. PREVENTING INTOXICATION ON PREMISE

Coolangatta & Tweed Heads Golf Club will implement the following steps to prevent intoxication on premise:

2.1. Alcohol must be sold, supplied and promoted responsibly.

- Excessive consumption of alcohol must be prevented.
- Alcohol consumed on the Clubs licensed premises, must be purchased in accordance with the Liquor Act. Alcohol must not be brought on to and consumed on the golf course without being purchased from the Club in the first instance. Where such incidents occur, the product will be confiscated.
- Team members are informed that it is an offence to sell or supply an intoxicated person's liquor under section 73(2) of the Liquor Act.
- The obligations of licensee will be complied with and the licensee must hold a current recognised RSA certification at all times that liquor is sold, supplied on premises.
- All security personnel (including crowd controllers) must hold a current recognised RSA certification.
- RSA Marshalls will, if engaged hold (as best practice) a current recognised RSA certification.
- Free drinking water must be available at all times to patrons at or near the point of service at which liquor is sold or supplied.
- Conditions that have been imposed on the liquor licence and any requirements under the Liquor Act 2007 which restrict the times, type or quantity of alcohol sold or supplied on the licensed premises must be complied with.

2.2. Alcohol consumption and patron behaviour will be monitored.

- Only operate under direct supervision of appropriately experienced supervisory team members.
- Team members must actively monitor liquor consumption by patrons inside and outside of the Club premises and including the golf course.
- Team members must intervene when they become aware that a patron is consuming alcohol irresponsibly and in a manner likely to result in intoxication.
- Team members must intervene when they become aware that a patron is intoxicated to prevent further intoxication and request that the person leaves the premises.
- Patrons must be actively monitored when entering the Club between midnight and 5am and be assessed for intoxication at the time of entry.
- Conditions imposed on the liquor licence, or by the Liquor Act or Environmental Planning and Assessment Act 1979, relating to engagement and duties of security personnel are complied with.

2.3. Harm minimisation measures will be implemented, including.

- Free drinking water available and actively promoted to patrons.
- Action is taken to make sure that patrons are aware of the availability of non-alcoholic and low strength alcoholic beverages.
- Any considerations relating to the provision of food are complied with.

The following drinks will not be served between 12 midnight and 5am.

- Shot or shooter, or bomb – that is designed to be consumed rapidly.
- RTD with an alcohol content of more than 5%.
- Any drink that contains more than 30ml of spirits or liquor (other than a cocktail).

2.4. Plan to prevent intoxication on premise. This management plan details:

- The measures in place to prevent intoxication of the premises and includes methods of complying with the steps set out in accordance with the OLGR INTOXICATION GUIDELINES.
- How team members training and instruction in the prevention of intoxication occurs at the Club.

3. DEALING WITH MINORS ON PREMISE

- 3.1. Minors must be in the company of a responsible adult at all times.
- 3.2. Minors are not permitted to purchase, possess, or consume liquor.
- 3.3. Visual deterrents such as management signs at entry points to premises and restricted areas will be displayed.
- 3.4. Anyone seeking entry or requesting service who appears to be under 25 years of age will be asked to provide acceptable photo identification (ID) consistent with the Liquor Act 2007.
- 3.5. Team members will be trained in identifying acceptable proof of age.
- 3.6. NO ID, NO entry, and removal from the premises.
- 3.7. The use of fraudulent ID will be reported to the police.

4. DEALING WITH UNDULY INTOXICATED AND DISORDERLY PATRONS

- 4.1. Persons entering the premises who appear to be unduly intoxicated will not be allowed entry and politely turned away.
- 4.2. Patrons who are considered by management to be approaching intoxication or to be intoxicated, will be denied service and will be asked to leave the premises.
- 4.3. If the patron becomes disorderly, then a tactful instruction to leave premises will be made, however we will:
 - Assist with arranging transportation
 - Ensure that the patron safely leaves the premises in well-lit conditions.
 - Record any incidents or evictions in the RSA INCIDENT REGISTER.

5. SECURITY ARRANGEMENTS

Coolangatta & Tweed Heads Golf Club acknowledges that safety and security is an expected service provided to patrons.

- 5.1. All employees must immediately advise security personnel, management and a supervisor when confronted or witnessing violent, disruptive or quarrelsome behaviour. This could be an indication of intoxication.

5.2. We acknowledge the assistance of the OLGR and Police in determining suitable security procedures such as numbers of security team members when required.

5.3. Only licensed crowd controllers are used. Appropriate details in registers are maintained accordingly

6. DEALING WITH EJECTED PATRONS

6.1. A person shall be ejected or refused entry to our premises if they are:

- Intoxicated;
- Violent;
- Quarrelsome;
- Disorderly;
- Smoking in smoke-free areas;
- Suspected of possessing a prohibited drug; or
- Behaving in a way that causes the licensee to commit an offence under the liquor laws.

6.2. When asked, the person is required by law to:

- Leave the venue immediately; and
- Leave the vicinity of the premises by moving more than 50 metres away, unless they have a reasonable excuse (see below).

6.3. Persons who are ejected will be provided information to inform them that:

- They must move more than 50 metres away from the premises.
- They must not re-enter or attempt to re-enter the premises within 24 hours, and must not re-enter the 50 metre vicinity within 6 hours.
- They commit an offence and police may take action if they fail to comply with the above.

6.4. A reasonable excuse for remaining within the 50 metre vicinity is limited to:

- Obtaining transport;
- Residing within the vicinity; or
- The person has fears for their safety if they leave the vicinity.

7. EMPLOYEE TRAINING IN RSA POLICIES AND PROCEDURES

7.1. All team members involved in the sale and supply of liquor will have appropriate RSA training (SITHFAB09A) as per mandatory requirements.

7.2. Team members are provided a copy of the HOUSE POLICY and HOUSE POLICY MANAGEMENT Plan in the Clubs Induction Training that is completed prior to commencement of working on Club premises.

7.3. All team members involved in the sale and supply of alcohol will be provided training and assessment that covers the "Steps to prevent intoxication of Club Premises".

7.4. Copies of RSA (and other) accreditation will be held on site, and available for review when necessary.

7.5. An EMPLOYEE HANDBOOK is available at all times, with copies given at time of induction.

7.6. Supporting policy and procedure are available upon request at all times.

Regular management meetings will be held to identify and discuss:

- Training requirements (refreshers).
- OLGR updates and changes.
- Statutory changes to licence i.e. special conditions.

8. PROMOTING RESPONSIBLE ALCOHOL PROMOTIONS

Coolangatta & Tweed Heads Golf Club acknowledges the LIQUOR PROMOTION GUIDELINES as published by the Director of Liquor and Gaming under section 102 of the Liquor Act 2007. Coolangatta & Tweed Heads Golf Club will not conduct liquor activities or promotions that:

8.1. Has appeal to minors:

- Use designs, names, motifs and characters, imagery or merchandise that have special appeal to minors.
- Use interactive games or technology predominantly targeted to minors.

8.2. Are indecent or offensive:

- Images, including human bodies that may be considered offensive to a reasonable adult.
- Offer free drinks, or extreme discounts or discounts of a limited duration that may be offensive to a reasonable adult.
- The use of insulting or offensive language in the promotional material.
- Involve discriminatory, demeaning or vilifying language or imagery.

8.3. Involve the provision of liquor in non-standard measures that encourages irresponsible drinking and is likely to result in intoxication or encourage:

- The consumption of alcohol in a yard glass.
- The consumption of laybacks, slammers, blasters, bombs or consumption from a water pistol.
- An individual to purchase or consume, on their own, an alcoholic drink intended to be shared.
- The consumption of multiple shooters or shots by an individual.

8.4. Uses emotive descriptions that encourages irresponsible drinking and is likely to result in intoxication. Examples include:

- Promotions or events which focus principally on the excessive consumption of alcohol.
- Labelling or titling of promotions that suggest irresponsible or excessive consumption
- The engagement of a person who as part of the promotion, enthusiastically talks up excessive consumption of alcohol, encourages intoxication or irresponsible or illegal behaviour.
- Promotions that encourage patrons to “get drunk”.

8.5. Involves free drinks, or extreme discounts or discounts of a limited duration, that creates an incentive for patrons to consume liquor more rapidly than they otherwise might.

- Encourages irresponsible, rapid or excessive consumption of liquor.
- Drink cards, promotional cards, vouchers or shopper docketts which encourage rapid consumption over a short period of time.

- Happy hours encouraging or facilitating rapid consumption.

8.6. Encourage irresponsible, rapid or excessive consumption:

- Uses drink ware which encourages rapid consumption – test tubes, water pistols, yard glasses.
- Drinking games, competitions, challenges, dares, lotteries or games of chance
- Promotions that challenge consumers to drink a particular drink because of its alcohol content.
- Happy hours occurring late into the trading period.
- Promotions that encourage stockpiling of drinks.

8.7. Are not in the public interest.

- Promotions that use images or messages seen to encourage or condone breaking the law.
- Promotions that use images or messages which link the promotion of alcohol with illicit drugs.
- Promotions which associate liquor consumption with aggressive or violent behaviour towards other people.
- Discriminatory promotions.

9. PROVISION OF MEALS

Coolangatta & Tweed Heads Golf Club is open for lunch and dinner every day. Lighter meals are available at all times.

A range of dining options and styles are available including; restaurant, casual dining and coffee.

10. TRANSPORT

- There is adequate and convenient parking available.
- The majority of patrons attending the venue arrive and leave in their own vehicle or taxi.
- Where patrons require transport facilities then we will arrange a taxi to pick up at the venue.
- Well lit and secure taxi rank and free bus service is available within close proximity to Club premises.

11. NOISE AND AMENITY

Coolangatta & Tweed Heads Golf Club has a duty of care towards patrons and neighbouring business and residential communities with regards to noise and amenity.

- The Club will abide by all imposed noise limits, and management monitor noise levels at all times.
- The primary focus of the venue is to provide a casual experience with reasonable noise at all times.

- The venue will be promoted as being venue for members and their guests, as well as visitors and tourists.
- Patrons are reminded to be mindful of other residents.

After closing:

- Patrons will be encouraged to leave the Club vicinity.
- Bins are not emptied until daylight hours, and garbage pick-up is within business hours.

Club buildings and car park areas are well lit with numerous lights located within the interior and exterior of the premises. Management are responsible to ensure that safe levels of lighting are achieved and maintained at all times and have full control of lighting levels.

12. SELF EXCLUSION

Coolangatta & Tweed Heads Golf Club offers self-exclusion to patrons who wish to ban themselves from Club premises.

Once a self-exclusion agreement is entered into, the licensee, or a responsible member of team members, is legally allowed to prevent the patron from entering the licensed venue, and remove the patron from the venue. The licensee or team member will use no more force than is reasonable given the circumstances.

13. CONSULTATION WITH THE COMMUNITY AND MEMBERSHIP WITH THE LOCAL LIQUOR ACCORD

Coolangatta & Tweed Heads Golf Club will openly adopt liquor industry and a regulatory body initiative where and when required, in addition openly invites community dialogue, where the outcome is minimising the impact on local community.

Coolangatta & Tweed Heads Golf Club is a proud and active member of the Tweed Heads/Tweed Coast Liquor Accord.

14. COMPLIANCE WITH THE LIQUOR ACT AND OTHER LAWS THAT ARE APPLICABLE TO THE CLUB

Coolangatta & Tweed Heads Golf Club aims to comply with NSW law relating to gaming and will enforce these requirements.

Where a member of the Club fails to comply with this Club Policy the Club may consider disciplinary action in accordance with the Clubs Constitution.

CORPORATIONS LAW

Coolangatta & Tweed Heads Golf Club conducts its business in accordance with the Constitution of Coolangatta & Tweed Heads Golf Club and associated Club By-Laws and regulations.

FOOD SAFETY CODE

The Club and its contractors will comply with the Food Standards 3.2.2 and 3.2.3 and conditions as specified by the applicable Food Business Licence.

GAMING MACHINES

The Club will refuse service or refuse to accept bets for all intoxicated patrons participating in lotteries, keno, gaming and wagering.

REGISTERED CLUBS

Coolangatta & Tweed Heads Golf Club requires that when a person resides within five kilometres of the Club they need to be a member or be signed in by a member. Guest registers are available at each entry point to Club premises.

TOBACCO PRODUCTS AND SMOKING

Coolangatta & Tweed Heads Golf Club complies with NSW law relating to smoking and will enforce these requirements.

WORKPLACE HEALTH & SAFETY

Coolangatta & Tweed Heads Golf Club acknowledges the obligations of the Work Health & Safety Act 2011 and aims to:

- Secure and consult with workers on the health, safety and welfare of workers in the workplace.
- Protect visitors against risks to health and safety arising out of activities of the Club and Club workers.
- Develop through responsible management and training a comprehensive safety environment for Club employees at work to meet their physiological and psychological needs.
- Provide the information, instruction, training and supervision as may be necessary to ensure the health and safety at work of all workers.
- Maintain places and systems of work, which are safe and ensure there are adequate workplace facilities including toilets, drinking water, washing and eating facilities and first aid

The Club requires all workers and visitors to:

- take reasonable care for their own health and safety;
- take reasonable care for the health and safety of others;
- comply with any reasonable instruction provided by the Club;
- co-operate with any reasonable policies and procedures of the Club.

15. DISPUTES AND CUSTOMER COMPLIANTS



Coolangatta & Tweed Heads Golf Club is committed to resolving complaints in a fair and effective manner. All complaints will be investigated and responded to quickly in a visible and accessible manner. The Club aims to continually improve member, visitor and team members' satisfaction and recognises that there are times where individuals may have the right to complain. Complaints will be dealt with fairly and efficiently with the aim to improve the overall customer experience at the Club. Complaints must be in writing and addressed to the General Manager.

AVAILABILITY OF THE HOUSE POLICY AND HOUSE POLICY MANAGEMENT PLAN

The House Policy will be displayed in various locations throughout the Club, Golf Course and on the Clubs website.

The House Policy will be made available to police and inspectors upon request.

Signed

	
Brett Holland General Manager	James Stewart President