



HOUSE POLICY ON RESPONSIBLE SERVICE OF ALCOHOL

As part of the Industry Self Regulatory Licensing Program the Maroondah Sports Club advocates the Responsible Service of Alcohol.

ALL STAFF MUST COMPLY WITH THIS

- 1. It is illegal to serve a person who is drunk.**
We rely on YOU in this regard. If you consider a member/guest to be drunk, you should advise the manager immediately and take appropriate action. Remember, our members/guests are our business. We do not wish to offend them. Always remain courteous even when enforcing this law.
 - 2. It is illegal to allow a drunken person to remain on the premises.**
Again, the manager should be consulted before any action is taken in this regard. Discretion is paramount. Removing members/guests from licensed premises is potentially dangerous and is best handled by management and/or persons employed specifically for the task.
 - 3. It is illegal to allow a quarrelsome person to remain on the premises.**
Other members/guests have a right to enjoy themselves without fear for their safety or comfort. As always, consult the manager prior to taking action and do nothing to further aggravate the situation. Remember, aggression breeds aggression. If you are required to remove a member/guest, be sure you fill in the incident book.
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4. It is illegal to serve alcohol outside the hours permitted on the licence:

Members/guests are allowed thirty minutes to finish their drinks following the close of trade. No service is to take place during this period.

5. It is illegal to serve persons who are under 18 years old.

There are only four acceptable proof of age documents:

- a. Driver's Licence - may be an interstate Licence. Always check the date of birth on interstate Drivers Licences,
- b. Passport,
- c. Proof of Age Card,
- d. Commonwealth KeyPass Card,
- e. Victorian Learner Driver Permit.

Note: Birth Certificates, Student Cards, Interstate Learner Driver Permits and statutory declarations are not acceptable proof of age.

**There are a few exceptions to these rules - refer to the manager if in doubt.*

This establishment values its members. We are concerned for their wellbeing, fitness and health and we want them to keep coming back. Accordingly, we look after them and actively discourage drunkenness.

6. You should always discourage drunkenness.

Suggest members/guests eat as they drink. Don't wait until the last minute. Monitor members'/guests' drinking and take action early.

7. Be aware of how much each person is consuming and how quickly.

Watch for signs of drunkenness. Drinkers have differing levels of tolerance. If you have a concern, refer to management. Suggest low/no alcohol substitutes.

8. Advise other staff members of any person whose consumption you believe may lead to problems.

When you start your shift, ask other workers if any member/guest is a potential problem. At the end of your shift, advise the manager and other staff of any potential problem.

9. **Members or guests who have been drinking should be discouraged from driving home.**
If you think someone is over 0.05, always discourage the person from driving. Offer to call a cab. The house phone may be used. If you think a member/guest is drunk, you should do all you can to dissuade him/her from driving. If you believe a drunken person intends to drive, you should immediately inform the manager and take whatever action is reasonable to prevent him/her from driving.
10. **Ensure all incidents are recorded in the Incident Book.**
This includes all evictions and refusal of service (even if the person has not been served at this establishment), all altercations and any injuries. Entries in this incident book should record the date and time, details of what happened and who was involved. The member of staff concerned and the manager must sign each entry.
11. **Members and their guests are our livelihood and we should take reasonable care to ensure they arrive home safely.**
A drunken person may cause harm to him/herself or others. Action should be taken to prevent a member/guest reaching this stage of intoxication. Early intervention is our policy. Advise the manager as soon as you believe a problem is brewing. If a member/guest does become so drunk as to be a danger to him/herself or others, reasonable care should be taken to ensure no harm is caused, eg. place the person in the care of a sober friend to take him/her home. Phone a cab for the member/guest. If you know the member/guest well, phone his/her home to arrange for someone to collect him/her and ensure the person waits for the transport home.

REMEMBER

Always refer matters to the Manager.

Always remain calm and polite.

Always be discrete, speak quietly and, if possible, out of earshot of others.

Never be aggressive or violent.
