

# Miami Beach Surf Life Saving Supporters Club Inc



## RSA House Policy

### Mission

The Miami Beach Surf Life Saving Supporters Club Inc is formally affiliated with Miami Beach Surf Life Saving Club Inc.

We promote, foster, support and encourage the aims and objects of Miami Beach Surf Life Saving Club Inc and provide funding to the Surf Lifesaving Club.

### Responsible Service of Alcohol

- All of our staff are trained in the Responsible Service of Alcohol
- A copy of the Statements of Attainments are kept by management in a register (copies of which) are stored in a lockable cupboard behind the bar
- Management and staff constantly reinforce Responsible Service of Alcohol principles and practices in everyday trade
- Management support staff who participate and enforce Responsible Service of Alcohol

### Minors

- Minors under no circumstances will be served alcohol or permitted near the bar area
- Minors must be accompanied by a parent or legal guardian
- All patrons are to provide acceptable evidence of age by way of photo identification (any person under the age of 25 may be asked at any time to provide proof of age).
- Individuals procuring drinks for minors will be asked to leave the premises
- Any minor producing false identification will be asked to leave the premises
- Management support staff who practice and enforce ID checking

#### Acceptable forms of identification

- Current Australian Drivers Licence
- Current Australian or Foreign Passport
- Current proof of age card from any state or territory
- Current International Drivers permit (as long as it has a photo, DOB and is written in English)

## **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 the premises
- All efforts will be made by management and staff to ensure unduly intoxicated patrons receive a safe mode of transport from the premises, e.g. taxi
- All staff actively monitor levels of undue intoxication of all patrons
- Management do not support drinking practices such as binge drinking or encourage irresponsible consumption practices
- Management seeks to meet its duty of care obligations to all patrons

## **Security**

- Management maintains a current Service Level Agreement (SLA) in relation to the provisioning of security services with a professional 3<sup>rd</sup> party Security Provider who is compliant with the Security Providers Act 1993
- Our Security Provider only employ licensed crowd controllers
- A register and copy of current licenses of crowd controllers are kept by management (with copies stored in a lockable cupboard behind the bar)
- Miami Beach Surf Lifesaving Club has a strict No Smoking policy which applies to the Surf Club Building, Piccolo's café and the club boundaries and crowd controllers will ensure smokers are directed to an area across the street from the Club
- Crowd controllers will ensure no glasses or alcohol are taken off the upstairs balcony level and that no alcohol is consumed downstairs
- Crowd controllers will ask unduly intoxicated patrons to leave the premises if required
- Crowd controllers act respectfully towards patrons at all times
- Crowd controllers will not use excessive force in removing patrons.
- Crowd controllers will assist in obtaining a safe mode of transport from the premises for unduly intoxicated patrons
- Protocols for refusing entry to premises will be displayed in the foyer area such as dress codes and behaviour codes
- CCTV is operational within the club premises and surrounds and tapes will be held for 30 days

## **Staff training**

- Management encourage staff to be trained efficiently and effectively for their job and to continue to update their skills as the industry progresses
- Management ensure all staff are Responsible Service of Alcohol trained
- All staff have signed off on and agree to work according to this RSA House Policy
- A register is kept ensuring all staff have read and understood this policy
- Regular staff meetings are held to ensure staff are kept informed of changes within the industry and records are kept of all meetings including attendances
- Staffing levels behind the bar will be monitored at all times to ensure responsible service of alcohol is enforced and to clear empty cans, bottles and glasses to ensure a safe environment for both patrons and staff
- Staff will ensure rubbish is deposited quietly in industrial bins

## **Promotions**

- Management will not conduct promotions to offer heavily discounted alcohol that will encourage rapid or excessive consumption
- Management will not conduct promotions that may encourage harassment of patrons or staff
- Management and staff strive to ensure that all patrons have an enjoyable time in a safe environment as to ensure future visits from those patrons

## **Responsible Hospitality practices**

- We provide free water to all patrons by way of water jugs located at the bar or bottled water available for purchase at a reasonable price
- We provide non-alcoholic and low-alcohol content drinks
- We encourage awareness of drinking spiking issues or practices
- We encourage patrons to monitor and control their consumption of liquor
- We will supply liquor in standardised quantities that can be recognised by patrons
- We will serve half measures of spirits if requested
- We will deter patrons from rapidly and excessively consuming liquor
- We will not permit the sale of shots or triple nips of spirits
- When serving a nip of spirit, it will be served in our normal spirit glass and ice, we reserve the right not to serve patrons a nip or double nip (it is at our discretion and is not a right)
- We will not permit the sale of jugs of spirits nor will bulk ordering of liquor be permitted at closing time or during Happy Hours

## **Noise and Amenity**

- We respect our neighbours and ask our patrons to respect their privacy when entering or leaving premises
- We monitor entertainment and patron noise to comply with all prescribed noise levels
- We scrutinise behaviour in and around the vicinity of the premises, in particular around Piccolo's café
- We maintain an incident register, recording all incidents on or around the premises
- We can organise taxis if required
- We have provided appropriate lighting around the venue for the comfort and safety of patrons and staff
- We have a fire safety evacuation plan which is maintained and reviewed on a regular basis

## **Consultation with the Community**

- We are an active member of clubs Queensland
- We keep abreast of issues relating to the responsible service of alcohol in our local community
- We regularly receive Liquor Licensing Division updates on responsible service of alcohol issues
- We pride ourselves on being a responsible community citizen in the local business community

## **Compliance with Laws**

We comply with all mandatory laws including;

- Liquor Act 1992
- Anti-Discrimination Act 1991
- Tobacco and other Smoking Products Act 1998
- Trade Measurements Act 1990
- Security Providers Act 1993
- Workplace 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 the local Government

We comply with all laws which enable us to engage in good business practices

**November 2017**