



## **RESPONSIBLE SERVICE OF ALCOHOL HOUSE POLICY**

Responsible Service of Alcohol (RSA) refers to the service, consumption, and promotion of alcoholic products in a manner that minimises the potential harm that may be caused by alcohol consumption to individuals, their families, and the community in general.

1. South West Rocks Country Club recognises that it is against the law to serve any person who is intoxicated.
2. South West Rocks Country Club recognises that it is against the law to serve or supply alcohol to any person under the age of 18.
3. South West Rocks Country Club recognises that it is against the law to allow intoxicated, disruptive, or violent behaviour to occur on the premises.
4. Additionally, South West Rocks Country Club seeks to ensure that no harm comes to patrons as a result of our service of alcohol.

South West Rocks Country Club strives to foster responsible service of alcohol practices amongst patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

### **Participation in a Liquor Accord**

South West Rocks Country Club is an active member of the Kempsey Macleay Liquor accord.

### **Responsible Service of Alcohol – Policies and Measures**

South West Rocks Country Club has adopted the following policies and measures to fulfil the stated RSA Policies:

- The club offers a range of drinks on premises. These include a range of non-alcoholic beverages.
- Complimentary water is provided at all times.
- Food of a substantial nature is available at all times while the bar is trading.
- The Club seeks to create an environment that discourages drunken, disruptive, or violent behaviour.
- Does not seek to encourage rapid or excessive consumption of alcohol through pricing.
- The Club does not sell shots, bombs, or slammers, or any drink designed to be consumed rapidly.

- Low alcohol beers and non-alcoholic beverages are stocked and promoted.
- The bar ceases trading 15 minutes prior to the allotted closing time to allow patrons time to consume their drinks without rapid consumption.
- Staff have been acquainted with this House Policy and training to implement it.
- The Club displays all RSA signage required under NSW law.
- The Club regularly participates in voluntary NSW Police or Liquor and Gaming NSW initiatives or programs about alcohol, such as the prevention of drink driving and the "fail to quit" legislation.

### **Underage Drinking**

South West Rocks Country Club is vigilant in ensuring that a person under the age of 18 years is not permitted to;

- a) enter the club unaccompanied,
  - b) be served alcohol at the bar,
  - c) gain access to alcohol through secondary supply from another person.
  - d) enter the gaming room, or play gaming machines.
- South West Rocks Country Club has surveillance procedures designed to detect under age persons seeking to enter the premises.
  - If a staff member believes that a person, who is ordering or being supplied alcohol, is less than 18 years of age, they will politely request proof of age (current passport, RTA Photo Card or Drivers Licence).
  - If the person is less than 18 years of age, or refuses to produce identification, staff will refuse service and request the Manager on Duty to ask the person to leave Club premises.
  - An incident book is maintained to record all instances of underage entry or attempted entry

### **Driving with an illegal Blood Alcohol Concentration**

South West Rocks Country Club staff members will actively seek to discourage persons who appear to have a blood alcohol concentration higher than the legal limit from driving. The club offers a number of services designed to discourage drink driving. These services include, making alternative transport arrangements, our Courtesy Bus facility or using the complimentary Taxi phone located at reception.

### **Disruptive, Violent or Intoxicated Behaviour**

- South West Rocks Country Club does not allow intoxicated persons to enter Club Premises.
- If a staff member becomes aware that a person's behaviour is becoming disruptive or violent they will notify the Manager on Duty.
- If the unacceptable behaviour does not cease the Manager on duty will require the person(s) to leave the Club premises.
- As a last resort, Police, will be called to remove person(s), if they do not leave the premises when asked.

### **Refusal of Service**

- If a staff member feels that a patron has become intoxicated they will be asked to leave.
- If such patrons fail to leave Police will be called and patron(s) may be fined.
- The Manager on Duty will determine whether or not service should be refused.
- If service is refused the Manager on Duty will politely explain to the patron(s) that the Club cannot legally serve alcohol to the point of intoxication and they will be asked to leave Club premises.
- Intoxicated members or guests will be informed that further service of alcohol is illegal and contravenes the Club's responsible service of alcohol policies.

### **Refusal to leave the Premises**

- If any member is asked to leave the club by management or staff due to intoxication or disruptive behaviour and they refuse to leave the premises resulting in police being called to remove you from the premises, you will automatically receive a six (6) months suspension and have to appear before the Rules & Membership Committee and any non-member will be suspended indefinitely.

### **Excluded Persons**

- Are required by law to move more than 50 meters away from the premises.
- Excluded persons are not permitted to return to the vicinity within 6 hours.
- Excluded persons cannot return to the venue for at least 24 hours.
- If an excluded person fails to comply they are committing an offence and legal action will be taken.

### **Expectation of Members and Guests**

- Treat all staff with respect.
- Abide by the House Policies.
- At all times obey the law, and conduct themselves in an orderly and appropriate way.
- Respect the local amenity particularly when arriving and departing from the area.
- Not arrive intoxicated into the area – entry and service will be refused.
- Immediately leave the premise when requested.
- Accept refusal of service and refusal of entry.
- Cooperate with the police and local community to improve local outcomes.