

Responsible Service of Alcohol ('RSA') of Marcoola Surf Club

1. Purpose

- 1.1 The Marcoola Surf Club ('the Club') strives to foster responsible service of alcohol practices amongst patrons and staff, which is achieved by implementing and maintaining various measures as outlined in this policy.
- 1.2 The purpose of this Policy is to legitimately prevent conflict of interest or the appearance of a conflict of interest that arises through the hiring or employment of friends and relatives. The Club may hire a person who is a friend or relative of a current employee if the Club considers that person is the best fit for a position and there is no conflict of interest present.

2. Scope

- 2.1 The following Policy is to be complied with by all staff. Failure to do so may result in disciplinary action, which may include termination of employment.
- 2.2 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 generally.
- 2.3 This policy will be made available via <https://www.marcoolasurfclub.com.au/staff-portal/>.

3. Responsible Service of Alcohol

- 3.1 The Club's management and staff (including contracted crowd controllers) support the responsible service and supply of alcohol.
- 3.2 All staff will abide by all relevant legislation relating to the service and supply of liquor and this is reinforced and practiced in the daily operations of the Club.
- 3.3 Management and staff (including contracted crowd controllers) are trained in the responsible service and supply of alcohol.
- 3.4 The Club's management staff will always support staff who practice and enforce RSA.

4. Minors

- 4.1 Minors will not be permitted to enter the premises, unless exempt under the *Liquor Act 1992*.
- 4.2 Minors will not be served alcohol under any circumstances.
- 4.3 Individuals procuring drinks for minors will be immediately removed from the premises.
- 4.4 All patrons are required to provide acceptable evidence of age where there is any doubt they are under the age of 18. The following will be deemed as acceptable types of photo ID:
 - (a) A current driver's licence or learner's permit (valid with photo);
 - (b) A current passport (from any country - valid with photo);
 - (c) An Australian government-issued proof-of-age card (18+ card); or
 - (d) A foreign driver's licence with a photo and date of birth of the licence holder.

5. Unduly Intoxicated and Disorderly Patrons

- 5.1 All staff are trained in identifying signs of undue intoxication.
- 5.2 Licensing laws prohibit alcohol supply to disorderly or unduly intoxicated patrons. Patrons showing signs of undue intoxication or disorderly behaviour will be refused service and asked to leave the premises.
- 5.3 All staff are responsible for monitoring the levels of intoxication of all patrons.
- 5.4 Staff members who identify an unduly intoxicated or disorderly patron are required to notify a supervisor and security.
- 5.5 A taxi can be called on behalf of an unduly intoxicated patron, so that the patron does not hang around the outside of the premises and arrives home safely.
- 5.6 The Club does not allow intoxicated, violent or disruptive patrons to enter the Club premises.
- 5.7 Management seeks to meet its duty of care obligations to all patrons.

6. Security

- 6.1 The Club only employs crowd controllers licensed under the *Security Providers Act 1993* and have completed responsible service of alcohol training. Management keeps a register of all current licenses and training course certificates.
- 6.2 When required, crowd controllers will ask unduly intoxicated patrons to leave the premises.
- 6.3 When required, crowd controllers can organise taxis for unduly intoxicated and disorderly patrons to go home safely.
- 6.4 Any incident occurring on the Club's premises will be recorded in a register.
- 6.5 An incident register will be kept as a record with full details of incidents involving patrons, staff and security in and around the Club.
- 6.6 All crowd controllers are to act respectfully towards patrons at all times.
- 6.7 Crowd controllers are not to use excessive force in removing patrons from the premises.
- 6.8 Crowd controllers must always be dressed in a way that is distinguishable from patrons of the Club.

7. Staff Training

- 7.1 Management encourage staff to be trained efficiently and effectively for their job.
- 7.2 All staff have signed off and agree to work according to this published policy.
- 7.3 Due to the requirement of all employees involved in the sale or supply of liquor to maintain a current RSA certificate, those employees may be required, from time to time, to provide the Club with a copy of the certificate.
- 7.4 Management ensure all staff are adequately trained in the RSA.
- 7.5 The Club supports on-going staff training in RSA. Staff may be required to attend meetings regarding changes to legislation and industry 'best practice'.

8. Promotional Activities

- 8.1 The Club will not engage in any practice or promotion that encourages the rapid or excessive consumption of liquor.
- 8.2 The Club supports and abides by "Guideline 60: Unacceptable liquor practices and promotions in licensed venues".
- 8.3 The sale price of liquor and availability of free liquor or multiple quantities of liquor are not promoted outside of the Club's premises.
- 8.4 The Club will not advertise any promotion that is likely to indicate that liquor costs less than what is usually charged.
- 8.5 Management do not heavily discount or offer free alcohol to encourage a culture of binge drinking or irresponsible consumption practices.
- 8.6 The Club will not promote or advertise anything that is, or could be deemed as, an unacceptable practice or promotion.

9. Responsible Hospitality Practices

- 9.1 The Club will promote its range of non-alcoholic and low-alcohol drinks available for patron purchase.
- 9.2 The Club will provide clean and potable complimentary water to all patrons as required by regulation.
- 9.3 The serving of shots and 'doubles' is at the Management's discretion.
- 9.4 The Club will promote awareness of drink spiking issues.
- 9.5 The Club will encourage monitoring and control of liquor consumption and will deter patrons from rapidly and excessively consuming liquor.

10. Noise Management

- 10.1 The Club will monitor entertainment and patron noise to avoid unreasonable noise levels and comply with all prescribed noise levels.

Last reviewed: Jun 2022