



HOUSE MANAGEMENT POLICY

Kalamunda Rangers Inc. recognises the right of every individual to enjoy themselves in a safe, sociable, reliable and legal environment.

Where possible the Club will:

Ensure compliance with the Liquor Control Act 1988 including:

- Not selling or supplying alcohol to an intoxicated [drunk] person;
- Not serving to intoxication;
- Not allowing the sale or supply of alcohol to people aged under 18;
- Ensuring that alcohol is serviced in a responsible manner;
- Providing food, water, non- and low-alcohol alternatives; and
- Ensuring access to safe transport for patrons.



CODE OF CONDUCT:

Liquor License

In accordance with the Liquor Control Act 1988 Management and Staff will ensure the responsible service of alcohol at all times.

Controlling Intoxicated Persons:

- Bar staff will assist patrons in their decision to drink in moderation.
- Bar staff have the right to refuse service to a Patron who is in a clear state of intoxication.
- Bar staff will not serve alcohol to any patron to the point of intoxication.
- Bar staff will interpret signs of intoxication as one or more of the following:
 - Dizziness;
 - Slurred speech;
 - Poor coordination;
 - Slower reactions;
 - Blurred vision;
 - Flushing;
 - Loss of inhibitions;
 - Aggression; and/or
 - Unconsciousness.
- Staff will not serve any patron they suspect may supply alcohol to another person who is intoxicated, or to the point of intoxication.

Controlling Juveniles:

- Bar staff will check the age of a patron who may be under the age of 18 ordering alcoholic drinks.
- Staff will not serve any patron they suspect may supply alcohol to minors.
- Bar staff will request valid and recognised identification for suspected minors.
 - Current Australian driver license with photo;
 - Current passport; or
 - WA issued Proof of Age Card.
- Bar staff will refuse patrons alcohol if one of the above forms of identification cannot be provided.

Patron Care:

- Bar staff will ensure food will be offered at all times that alcohol is available.
- Bar staff will ensure drinking water will be made freely available.
- Bar staff will ensure low-alcohol and non-alcoholic beverages will be available.
- Bar staff will ensure excessive or rapid consumption of alcohol is discouraged.
- Bar staff will discourage disorderly behavior.
- Bar staff will avail themselves of the training and literature given to them by management.
- Bar staff will ensure the effective transport of patrons.

Respect the Neighbours:

Bar staff will ensure the quiet or good order of a neighbourhood is not frequently disturbed by activity occurring at the licensed premises or by patrons in the vicinity of the premises.

Resolving Complaints:

Bar staff will manage intoxicated, antisocial or disruptive patrons with safe removal from the premises. All resident complaints will be acknowledged and directed to allocated personnel.



MANAGEMENT PLAN:

Liquor License

The Management and Staff of Kalamunda Rangers Inc. will ensure the responsible service of alcohol at all times in accordance with the Liquor Licensing Amendment Act 1998 of WA and the Registered Club Act.

Serving Alcohol :

Alcohol will be served according to the requirements of the Club's liquor license and in accordance with the safety and wellbeing of patrons.

- The Club will discourage excessive or rapid consumption of alcohol.
- Alcoholic drinks will be served in standard drink measures.
- The liquor license will be displayed at the bar.
- The House Management Policy and Codes of Conduct will be displayed at the bar
- The Club House Manager is responsible for ensuring the above best practices will be undertaken by the Club.

Intoxicated patrons:

- Alcohol will not be served to any person who is intoxicated, or who is suspected of providing alcohol to an intoxicated person.
- Servers will follow procedures, provided in their training by the Liquor Licensing Commission, for dealing with and refusing alcohol to intoxicated patrons.
- Intoxicated patrons will be asked to leave the Club. Failure to comply will result in measures under the Club Codes of Conduct.
- The Club will encourage safe transport options.
- The Club will allocate management personnel to undertake and assist with bar staff in the removal of patrons from the venue as required.

Underage drinking:

- Alcohol will not be served to minors, either by direct sale or second party sales.
- Staff will request proof of age, where appropriate.
- Only photographic ID will be accepted.

Low-alcohol and alcohol- free drinks

- The Club will provide a selection of low-cost, low-alcohol and alcohol-free drinks at the bar.
- Free jugs of potable water will be placed at the bar at all times, and made available to any person upon request.
- A range of low-alcohol and non-alcoholic drinks will be actively promoted and sold at prices competitive with those of full-strength alcoholic drinks.
- Tea and coffee will be available at the bar during social functions.

Provision of food

- The Club will actively promote and provide a range of snacks and meals when alcohol is served.
- The Club will actively promote and sell food whenever alcohol is available.
- The Club will provide a range of attractive, nourishing and inexpensive snacks and meals.
- The Club will use food or canteen awards rather than alcohol as prizes for player performance.

Safe transport

- The Club will take every action necessary when the driver is over the 0.05 limit.
- Club members and bar staff will encourage intoxicated patrons to take safe transport home.
- The Club will provide taxi phone numbers for use by patrons as required.

In hours training:

- Only trained servers will be permitted to serve alcohol.
- The Club will pay for all personnel to receive training on the service of alcohol.
- The Club will provide a position description and Club orientation for all bar personnel.
- All bar personnel will receive information on Club serving of alcohol requirements and procedures.
- The Club House Manager is responsible for ensuring training is undertaken by bar personnel.

Promoting the responsible use of alcohol

- The Club will actively demonstrate its attitude relating to the responsible use of alcohol.
- The Club will not advertise, promote or serve alcohol at junior events or activities.
- The Club will educate Club members and supporters about the alcohol policy through Club media outlets.
- The Club will provide alcohol-free social events for young people and families.
- Alcohol advertising will only appear at the bar.
- The Club will not promote alcohol through 'cheap drink' strategies, such as happy hours.

Complaint Procedures

- The Club will take every action necessary to solution complaints from the community.
- The Club will allocate personnel responsible to respond to complaints from the community.
- The Club will ensure all personnel follow Club complaint procedures.
- The Club will allocate personnel responsible to ensuring a safe environment for all participants.

Review Practices

- The Club will review the management plan yearly or on request from Club personnel.
- The Club house Manager is responsible for monitoring the effectiveness of alcohol service delivery and practices.
- All House Management policies and practices will be reviewed by allocated personnel based on the needs and best practices of the Club.
- The Club will actively implement change which best recognises the right of every individual to enjoy themselves in a safe, sociable, reliable and legal environment.



STAFF INDUCTION PROCEDURE/CHECKLIST

Staff: _____

DETAILS	Completed (signature)		Date Completed
	Staff	Management	
Introduction to premises			
<ul style="list-style-type: none"> • Tour of facilities – toilets, exits 			
<ul style="list-style-type: none"> • Emergency procedures 			
<ul style="list-style-type: none"> • Fire & evacuation questionnaire 			
<ul style="list-style-type: none"> • Key and alarm access/closure 			
Introduction to position			
<ul style="list-style-type: none"> • Job description explained 			
<ul style="list-style-type: none"> • House Management Policy explained 			
<ul style="list-style-type: none"> • Codes of Conduct explained 			
<ul style="list-style-type: none"> • Management Policy explained 			
<ul style="list-style-type: none"> • RGL Policy: Register of Incidents at Licensed Premises explained 			
<ul style="list-style-type: none"> • Copy of Management Policy, Codes of Conduct and House Policy provided; copy of RGL Policy: Register of Incidents at Licensed Premises 			
Operational systems			
<ul style="list-style-type: none"> • Use of registers 			
<ul style="list-style-type: none"> • Use of GoPOS – purchases only 			
Management			
<ul style="list-style-type: none"> • Copy of (minimum) RSA certification received 			