



## **PALM BEACH SOCCER CLUB**

### **RISK ASSESSMENT MANAGEMENT PLAN**

#### **Purpose**

Promote responsible service of alcohol practices and responsible service of gambling in order to minimise harm caused by alcohol abuse and misuse

#### **Coverage**

Applies to all staff, including crowd controllers

#### **Hours of Operation**

**10AM – 12AM Monday - Sunday**

#### **Harm Minimisation Measures – see examples below**

- Responsible Service of Alcohol (RSA) supported by approved training and house policy relating to service of alcoholic products
- Play an active role in the local Liquor Accord association
- Venue Particulars
  - Ensure adequate lighting throughout the premises and external areas
  - Ensure all noise conditions as noted on license are adhered at all times
  - Ensure adequate CCTV coverage of preises and surrounds operational 24 hours per day
  - Ensure all security engaged for special occasions are suitably licensed and that number of guards on duty is in line with recommendations
- Ensure food is served at advertised times throughout the club
- Minors are permitted on premises in line with the house policy and must be accompanied by a responsible adult at all times
- Unduly intoxicated and disorderly patrons are treated with respect with duty of care in mind and assisted wherever to leave premises in a safe manner
- Signage must be displayed requesting patrons to leave the premises in an orderly manner
- All advertising and promotions to be within the guidelines of RSA and RSG best practice

## **Staff Training**

Regular Bi monthly staff meetings addressing training issues and general house policy implementation

## **Reporting of a Breach**

Suspected Breaches of RAMP may be reported to the General Manager in writing

## **More Information**

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General Manager

Palm Beach Soccer Club

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## **RSA Measures**

- Water is provided free to patrons.
- Light or mid strength beer options are available.
- Awareness of drink spiking issues is promoted through posters within the venue.
- No stock piling of drinks or rapid and excessive consumption of alcohol is allowed.
- No BYO is allowed.
- Bottle shop purchases can only be made by approved persons and cannot be consumed on the premises
- Soft drink can only be taken off premise if un-opened.
- At close of business, customers have ½ hour grace period in which to consume their last drink.
- Patrons may only purchase one drink per person ½ hour before closing.
- Liquor is supplied in standardised quantities.
- Light meals are available.
- Responsible Service of Alcohol signage is on display.
- Management on duty support all staff enforcing RSA policies.

## **Minors:**

- Definitions
  - Minor: a person who is under the age of 18 years.
  - Responsible adult – is one of the following persons (in relation to a minor):
    - o Parent
    - o Step Parent
    - o Legal Guardian
    - o A person who has parental rights & responsibilities over the minor
- Note: An 18 year old is not a responsible adult for a minor.
- All minors will be accompanied and actively supervised by a responsible adult.
- Minors must not be allowed to purchase alcohol.
- Minors must not be served with alcohol or allowed to consume alcohol.
- Minors 12 years and under must leave the premises by 8pm.
- Minors 13 years to 17 years may remain on the premises until 10pm.
- In the event of a function, minors are excluded from the above 2 points.
- All patrons are required to provide acceptable evidence of age where there is any doubt they are under 25 years.
- Staff must request ID when patrons who look under 25 enter the venue or ask to purchase alcohol.
- Staff may request ID from patrons who look under 25 who are seen consuming alcohol on the premises.
- All staff are trained in what constitutes acceptable evidence of age.
- Management support staff who practice and enforce ID checking.
- Minors are not permitted into the gaming area.
- Staff have a duty of care to handle minors responsibly.

### **Unduly Intoxicated & Disorderly Patrons:**

- Intoxication is the result of the consumption of liquor, drugs or another intoxicating substance.
- A person is considered unduly intoxicated if:
  - the person's speech, balance, coordination or behaviour is noticeably affected; and
  - there are reasonable grounds for believing the affected speech, balance, coordination or behaviour is the result of the consumption of liquor, drugs or another intoxicating substance.

Some signs to look out for:

- Slurred speech
  - Staggering
  - Abusive language/behaviour
  - Rambling conversation and nonsensical statements
  - Inability to pick up change from the bar
  - Lack of focus and eye contact
  - Clumsy, uncoordinated movement
  -
- Unduly intoxicated patrons will not be served or allowed to consume alcohol.
  - Management support staff who refuse service to unduly intoxicated patrons.
  - Reasonable effort will be made to ensure unduly intoxicated patrons leave safely from premises, via courtesy bus, taxi or a phone call to their choice of friend or family.
  - Staff to offer non-alcoholic beverages to intoxicated patrons.
  - Staff to actively monitor levels of intoxication of all patrons.
  - Management do not support drinking practices which
    - Foster a culture of binge drinking
    - Encourage irresponsible consumption practices
  - Staff must seek a second opinion of a senior staff member where possible before refusal of service if in doubt
  - Management are to inform all other areas of intoxicated patrons on premise.

### **Advertising and Promotions:**

- No external advertising of the sale price of liquor and the availability of free or multiple quantities of liquor (if the liquor is to be consumed on the premises).
- Promotions to present a mature, balanced and responsible approach to the consumption of alcohol beverages.
- Promotions not to have a strong or evident appeal to children or adolescents.
- Promotion not to suggest that the consumption or presence of alcohol beverages may create or contribute to a significant change in mood or environment.
- Promotion not to depict any direct association between the consumption of alcoholic beverages and potentially hazardous activity
- Promotion not to challenge or dare people to drink or sample a particular alcoholic beverage
- Staff to strive to provide a relaxing, entertaining and responsible environment.

### **Liquor Accord**

- We are an active member of the local liquor accord.
- Updates from the liquor accord are circulated through Management and advised to staff through meetings or memos as required.
- We pride ourselves on being a responsible community organisation in the local business community.

### **Smoking**

- Designated outdoor smoking areas (DOSAs) are provided and clearly marked.
- Additional non-smoking outdoor areas are provided and clearly marked.

## **Security**

- Security refers to all security staff whether employed by the venue or by a security provider either in the roles of premises security or crowd control or both.
- Perimeter patrols are conducted every hour after dark, by security when on duty or management at other times.
- At least two (2) Security are on premise for the duration of any major sporting or entertainment event and remain present for half an hour after event has concluded.
- Additional security are employed whenever operationally required, including but not limited to
  - One security person for every 100 guests at a function
  - One security person for approximately every 250 patrons
- Management only employs security licensed under the *Security Providers Act 2008*;
- A Security Incident Register is maintained and kept at Reception.
- Copies of current licenses of security are filed in the Security Incident Register.
- Security must be wearing a uniform distinguishable from staff and patrons.
- All security are trained in the approved RSA. A register of RSA certificates is kept by management.
- Security will ask unduly intoxicated patrons to leave the premises if required by management
- Security do not use excessive force in removing patrons.
- Security to discourage anyone from driving if they appear intoxicated, offer to contact a Taxi.
- All security act respectfully towards patrons at all times.
- All incidents of forced removal to be reviewed by management and supplier of security. The review process will be documented.
- All security to receive emergency management training in accordance with venue Emergency Plan.
- Behaviour of those in and around the vicinity of the premises is scrutinised by security periodically.
- When a group of people is found congregating outside the venue during routine patrols, they will be asked to move on. Should the group refuse, not move on within 15mins or start to cause problems, the Police are to be contacted.
- Internal and external CCTV is operational at all exits to the premises as well as throughout the venue.
- CCTV footage is held as required by law.

## **Sign-in**

- Members / reciprocal members are required to show membership cards.
- Guests and visitors must sign in.
- Protocols on who will be refused entry will be advertised at the entrance (e.g. Dress code).
- In the event of a large influx of patrons, management on duty, with assistance from security, will ensure all patrons are signed in correctly, meet minimum entry requirements, and are not unduly intoxicated on arrival. Should anyone not meet the requirements, they will be turned away with the offer to call a taxi.

## **Lighting**

- Adequate operational lighting within venue and grounds is provided for safety of patrons and local community.
- Car park is well lit at night with appropriate lighting at the venue entrance.
- External lights come on at dusk and turn off at dawn.
- Within the venue all areas are well lit.

## **Provision of food**

- Bistro is open 5 days a week for lunch and dinner and provides a variety of meals from snacks to substantial main meals.
- The hours of availability for each menu is displayed on the menu boards for patrons.

### **Staff training**

- All bar staff are trained in RSA.
- All training records are kept in staff files in the HR department, including a register and copies of certificates by staff.
- Management constantly reinforce RSA principals and practices in every day trade.
- Regular staff meetings are held to ensure staff are kept informed of changes in the industry.
- Records are kept of all meetings attended by staff.
- Adequate training of staff in cocktail making and of lemon, lime and bitters service to minors.

### **Entertainment/Noise**

- Entertainment and patron noise is monitored at regular intervals to comply with prescribed noise levels.
- Hired entertainers are advised of the noise restrictions and other matters within their contract, including:
  - Acceptable dB level while performing
  - Noise restrictions outside the venue when taking any equipment to and from the venue
  - Appropriate behaviour when arriving and leaving the venue
  - Appropriate dress regulations
  - Required finish time
  - Position of speakers
- Management practises to reduce noise levels by keeping external doors and/or windows closed after 10:00pm.
- Speakers are placed on the floor on vibration absorbent mats, or as close as to the floor possible and facing slightly inwards to direct noise to the immediate audience
- Noise levels are recorded and documented in the Noise Management Register at specific points around the property every hour after 8pm.
- Any noise reading higher than set limit is reported to management, who must take reasonable steps to rectify the situation and record the incident and follow-up in the Noise Management Register.
- All noise complaints received by phone or in person are recorded in the Noise Management Register
- Management must follow up all complaints by checking the sound level readings previously recorded in the Noise Management Register and perform an additional check of sound levels around the venue and record them in the register.
- Each quarter a noise level recording of start, operate and stop phases of all key plant is performed and recorded. Records are kept in the Equipment Maintenance Register.
- Key plant equipment (such as refrigeration and air handling) are maintained and serviced on a regular basis with records of each service kept in the Equipment Maintenance Register at reception.
- Bins are not emptied before 7am and after 9pm.
- We ensure all patrons are off the premises ½ hour after closing.

### **Transport**

- Reception staff phone for taxis as requested.
- Taxis or a courtesy bus is arranged to move patrons who require transport in an efficient manner.
- On busy nights when there is entertainment or a function, reception will contact Taxi companies 30 minutes prior to closing time or function finish time.

### **Fire Safety**

- There is a fire safety plan in place which is maintained and reviewed on a regular basis.
- Management and staff have regular fire safety training as required.
- Security or management on duty are to ensure the number of patrons does not exceed the number listed on the fire safety certificate.
- On busy nights, Duty Managers must regularly check the venue to ensure that thoroughfares and exits are not blocked by patrons.