



Club Policies

Mission Statement

The Club will provide for the community of Beaudesert, a welcoming entertainment venue, in a safe and friendly environment whilst giving support and fellowship to ex-service men and women, their families and the community.

Responsible Services

The Club will provide a safe and friendly environment for Community Members to meet and socialise in a responsible environment. The Club ensures they will maintain the following accountabilities:

1. Responsible Service of Gaming

The Club is committed to ethical and responsible behaviour that recognises the importance of our members' and patrons' well being with a focus on minimising the potential harm of gambling.

- a. Members or their guests showing signs of intoxication will be prevented from playing gaming machines and may be lawfully removed from the premises. The club will abide by Responsible Service of Alcohol Policy as issued by the Liquor Licensing Division.
- b. Gaming staff will co-operate with any person seeking to bar themselves from the gaming room and will provide the member a copy of the Deed of Self Exclusion to complete after discussing the implications for members. If the member does self-exclude, staff will actively seek to exclude this person from the gaming room. Self Excluded patrons cannot participate in gaming promotions.
- c. Recognizing that some members and their guests may have difficulty controlling their personal level of expenditure on gaming and particularly gaming machines, management personnel where appropriate will advise them and their families of options relating to counselling and advisory services from appropriate support agencies.
- d. It is a requirement under the Gaming Machine Act of 1991 for licensees to prohibit certain persons from gaming.

2. Responsible Service of Alcohol

- a. Over 80% of our staff are currently trained in RSA.
- b. A register of staff that are trained and copies of their Statements of Attainments are kept by management.

- c. Management constantly reinforces RSA principals and practices in every day trade.
- d. Management support staff that practice and enforce RSA learning's.

3. Minors

a. Minors are not permitted entry to the premises unless accompanied by a responsible adult. A responsible adult in relation to a minor is any of the following.

- a parent
- a step-parent or guardian
- an adult who has parental rights, duties and responsibilities in relation to the minor whilst the minor is on licensed premises or in a public place.

b. Minors must leave the premises by 10.00 p.m.

c. Minors must not attend bar areas unless in the attendance of a responsible adult

d. Minors will not be served alcohol.

e. Individuals procuring drinks for minors will be removed from the premises.

f. All patrons are required to provide acceptable evidence of age where there is any doubt they are under 18.

g. All staff are trained in what constitutes acceptable evidence of age under the Liquor Act 1992.

h. Management support staff that practice and enforce ID checking.

i. Minors are not permitted to play gaming machines, be in gaming areas or participate in gaming promotions.

4. Unduly Intoxicated & Disorderly Patrons

a. All staff are trained in identifying signs of undue intoxication.

b. Unduly intoxicated patrons will not be permitted to enter the premises.

c. Management supports staff that do not serve unduly intoxicated patrons.

d. Unduly intoxicated patrons will be asked to leave the premises.

e. Staff will take all reasonable measures to ensure unduly intoxicated persons arrive at their destination safely.

f. All staff actively monitor levels of intoxication of all patrons.

g. Management do not support drinking practices which

- foster a culture for binge drinking
- encourage irresponsible consumption practices

h. Management seeks to meet its duty of care obligations to all staff and patrons.

5. Security

a. Management only employs crowd controllers licensed under the Security Providers Act 1993.

b. A register of the contracted crowd controllers and a copy of their current licenses are kept by their employers.

c. All crowd controllers are trained in the Responsible Service of Alcohol (RSA).

d. Crowd controllers will ask unduly intoxicated patrons to leave the premises if required.

e. Crowd controllers will organize taxis for unduly intoxicated patrons to go home safely.

- f. All crowd controllers act respectfully towards patrons at all times.
- g. Crowd controllers do not use excessive force in removing patrons.
- h. Protocols on who will be refused entry will be advertised at the entrance (eg. Dress code).
- i. CCTV is operational at entries and exits on the premises.
- j. CCTV tapes are held for a minimum of 28 days.
- k. We are proud to provide a safe venue.
- l. Crowd controllers will be employed in our premises, for trade after 8.00pm at the following ratios, 1 crowd controller for excess of 100 patrons, 2 for between 150 and 200 patrons, and a minimum of 1 additional crowd controller for each 50 patrons or part thereof in excess of 200.

6. Staff Training

- a. Management encourages staff to be trained efficiently and effectively for their job.
- b. Management ensures that at least 80% of staff are trained in RSA.
- c. All staff have signed off and agree to work according to this House Policy.
- d. A register is kept to ensure all staff have read and understood the House Policy.
- e. Staff meetings and memos are given to staff to keep them informed of changes in the industry.
- f. Records are kept of all meetings attended by staff.
- g. Management will ensure there are always ample staff behind the bar and on the floor to monitor RSA and to ensure a safe environment is maintained for all patrons.

7. Promotions

- a. Free alcohol and multiple quantities of alcohol are not promoted off the premises.
- b. Management do not heavily discount or offer free alcohol to encourage drinking for drinking's sake.
- c. Management does not promote activities that encourage harassment of patrons or staff.
- d. We strive to provide you with a relaxing, entertaining and enjoyable evening which encourages your patronage.
- e. Management and staff are here to ensure you have a good time, one which you remember and are pleased to return to have again.

8. Responsible Hospitality Practices

- a. We provide complimentary water to all patrons.
- b. We sell light or mid-strength products at cheaper prices than full strength products.
- c. We promote awareness of drink spiking issues.
- d. We encourage you to monitor and control your consumption of alcohol.
- e. We will deter you from rapidly and excessively consuming alcohol.
- f. We will supply alcohol in standardised quantities that can be recognized by you.
- g. We will serve half measures of spirits if requested.

9. Noise and Amenity

- a. We respect our neighbours and ask that you respect them too.
- b. We monitor entertainment and patron noise to comply with the prescribed noise levels.
- c. We scrutinize behaviour in and around the vicinity of the premises.
- d. We can organize taxis or courtesy buses if you require transport.

- e. We have provided appropriate lighting around the venue for your comfort and safety.
- f. We have a fire safety plan which is maintained and reviewed on a regular basis.

10. Consultation with the Community and Key Stakeholder Groups

- a. We are an active member of Clubs Queensland.
- b. Management attend local licensee forums and meetings.
- c. Management actively participates in community events and forums.
- d. We pride ourselves on being a responsible community citizen in the local business community.

11. Compliance with Laws

- a. We comply with all mandatory laws including
 - Liquor Act 1992
 - Gaming Machine Act 1991
 - 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
 - Anti-Money Laundering and Counter-Terrorism Financing Act 2006
 - Local by-laws outlined by Local Government
- b. We comply with all laws which enable us to engage in good business practices.
- c. We have a comprehensive risk management process which engages with all aspects of our business.