



RISK MANAGEMENT PLAN (RAMP)

Licencee:	Nerang Community Bowls Club Inc
Licence Type:	Community Club
Premise Name:	Nerang Community Bowls Club Inc
Main Address:	20 Cayuga Street, Nerang QLD 4211

OBJECTIVE

This is the Risk Assessed Management Plan for the premises known as the Nerang Community Bowls Club Inc. This RAMP contains information about the procedures & practices prescribed under Section 38A of the *Liquor Regulation 2002* for the conduct of business at the premises.

The management and staff of the Nerang Community Bowls Club Inc (the licenced premises) are committed to providing a safe & friendly environment for our customers and the community at large. Management acknowledge that all staff will be trained and accredited in the Responsible Service of Alcohol (RSA) along with an awareness and understanding of this document and their obligations under the *Liquor Act 1992* and *Liquor Regulation 2002* to minimize potential harm that can be caused by alcohol abuse and misuse.

OUR LIQUOR LICENSE

The Nerang Community Bowls Club holds a Community Club License (123804) Details are as follows:

Principal Activity

1. The principal activity of a business conducted under a community club licence is the provision of facilities and services to the club's members and the achievement of the club's objectives.
2. The authority under a community club licence to sell or supply liquor does not apply unless a business is conducted on the licenced premises.

Trading Conditions

The Club may sell liquor for consumption **off** the premises prior to midnight to:

- members of the club
- a guest of a member
- members of clubs with formal reciprocal rights
- an interstate or overseas visitor
- a visitor who resides at least 15km from the club
- visitors authorized by the management committee playing a sport that is part of the club's business, including teams & officials for the day on which the sport is played.

The Club may sell liquor for consumption **on** the premises only to:

- members of the club
- a guest of a member
- members of clubs with formal reciprocal rights
- a guest of a member of a club with formal reciprocal rights
- an applicant for membership 30 days after receipt of application
- an interstate or overseas visitor
- a visitor who resides at least 15km from the club
- a person attending a function on the premises
- visitors authorized by the management committee playing a sport that is part of the club's business, including teams & officials for the day on which the sport is played.

Maximum Licenced Trading Hours

8.00am – 12.00am Monday to Sunday

RESPONSIBLE SERVICE OF ALCOHOL (RSA)

Management of the Nerang Community Bowls Club recognises that the responsible service of alcohol is a key element to providing a premises that is safe for staff and patrons, The Nerang Community Bowls Club is very much committed to ensuring that liquor is not sold or supplied to unduly intoxicated or disorderly patrons or to anyone who is under the age of 18. The following are examples of the Club's strategies to ensure the principles of Responsible Service of Alcohol are upheld:

- develop and display of this RAMP
- the club requires that all staff members involved in the sale and supply of liquor successfully complete an accredited RSA course within one month of commencing employment and maintains copies of all relevant staff RSA certificates and any other relevant training attainments.
- a range of low-alcohol and non-alcoholic beverages are offered at lower prices than full strength alcohol.
- free water is provided
- food is available including snack options outside meal times.
- signage promoting responsible service of alcohol is displayed at the bar
- management facilitate regular informal and informal staff meetings to ensure all staff are regularly reminded of the venue's commitment to RSA.
- management ensure that an RSA register is readily available in all areas that serve or dispenses alcohol. This register will be used to record any and all RSA related instances including refusal of service to minors, unduly intoxicated and disorderly patrons

Drink Promotions

Nerang Community Bowls Club Inc understands that it has an obligation to ensure alcohol is supplied and promoted in ways that minimize harm and promote a safe environment in and around the premises. The following is **not permitted**:

- engaging in practices that encourage the rapid or excessive intake of alcohol;
- advertising any promotion that is likely to indicate that liquor costs less than is usually charged
- advertising outside the club the sale price of liquor for consumption in the premises and the availability of free liquor

Drink promotions such as Happy Hours are permitted however advertising may only occur within the premises and management and staff must ensure they are conducted responsibly and do not lead to rapid or excessive consumption of alcohol. Management understands and complies with the Alcoholic Beverage Advertising Code and all decisions regarding advertising and promotions will be made at management level.

THE PREMISES

Lighting

The venue and surrounding footpaths and streets are well lit for the convenience and safety of patrons. Exit doors, exit signs and toilets are also brightly lit.

Noise Mitigation

The Nerang Community Bowls Club Inc is committed to ensuring noise emanating from the premises does not disturb the amenity of the local area. The following measures are in place to ensure the club maintains acceptable levels of noise:

- noise is maintained at a level which complies with the liquor licence;
- management and staff monitor noise levels at all times during operation;
- bins are not emptied late at night or before 7am on any day;
- in addition to operating a courtesy bus, the premises is well serviced by public transport to assist in the orderly dispersal of patrons;
- staff members will call taxi's for patrons when required

Closed Circuit Television (CCTV)

CCTV is located at all entrances to and exits from the premises that provide access or egress for patrons. CCTV equipment is checked daily to ensure it is working correctly. CCTV must be operational and recording during the period in which the premises is open for business and at least one hour after the premises closing time. Recordings are stored on a hard drive. Recordings of incidents are copied to disk and stored.

Transport Services

The Nerang Community Bowls Club is located on Cayuga Street in Nerang which is a main road well serviced by public transport. As well as regular buses, the Nerang Train Station is approx 2.6km away from the club and is accessible via bus or taxi. The club also provides a courtesy bus.

PROVISION OF FOOD

The Nerang Community Bowls Club offers patrons full menu & snack options as well as tea & coffee facilities. The club's bistro offer a range of food options 7 days per week. Club management is committed to ensuring access to food options outside of regular meal times, in recognition that the availability of food service is consistent with responsible service of alcohol.

TRAINING OF STAFF

Management acknowledge that the *Liquor Act 1992* expressly requires all staff involved in the service and supply of liquor to hold a current statement of attainment (provide Responsible Service of Alcohol). All relevant staff who do not hold a current statement of attainment must complete training in the responsible service of alcohol within 30 days of commencing duties.

The principles of the RSA training course are reinforced by management at staff meetings and in house training sessions which are conducted on a regular basis and include a review and update of RSA practices. Induction training is also provided to new staff. Staff meetings include an opportunity for situational analysis of how to refuse service.

Approved managers are reasonably available in accordance with legislative requirements.

DEALING WITH MINORS

In accordance with the *Liquor Act 1992*, minors are not permitted on premises unless exempted with sections 155(4) and (5) of the Act. Minors are not permitted to be served alcohol by staff or another patron at any time.

Minors

- are not permitted on the premises at any time unless accompanied by a parent or guardian who is responsibly supervising them at all times
- are not permitted in any area/s set aside for gambling
- are not permitted to purchase, consume or be supplied alcohol
- are not permitted to sit at or approach the bar at any time
- are not permitted in or near Designated Smoking Areas (DOSAs)
- are not permitted to smoke on the premises

Any persons detected purchasing and/or supplying alcoholic drinks for minors will be immediately removed and may be referred to the Directors for consideration of being banned from the premises. These persons may also be referred to Police.

CHECKING IDENTIFICATION

The Nerang Community Bowls Club Inc requires staff (including crowd controllers if applicable) to request that any patron who visibly appears, in their opinion, to be under the age of 25 years to provide acceptable identification prior to being allowed entry to the premises unaccompanied or being served alcohol. Staff are instructed not to assume that another person has checked a patron's ID and to request ID based on their own judgement.

If the patron is unable or unwilling to provide acceptable identification, staff are to make arrangements for the patron to be refused entry or removed from the premises as soon as possible. Management fully support staff that practice and enforce checking of identification and who refuse service to any person unable or unwilling to provide acceptable identification.

The only forms of acceptable proof of ID are;

- and adult proof of age card
- a recognised proof of age card
- an Australian drivers licence
- a foreign drivers licence
- an Australian or International passport

These forms of identification are only acceptable if they are current, include a photo and indicate by reference to the persons date of birth or otherwise, the person has attained a certain age. If a sighted ID presents as a suspected fake, management must confiscate, complete a confiscation report and forward to the Office of Liquor and Gaming Regulation.

DEALING WITH UNDULY INTOXICATED / DISORDERLY PATRONS

It is an offence under the *Liquor Act 1992* to:

- sell liquor to an unduly intoxicated patron
- supply or provide liquor to an unduly intoxicated patron
- allow another person to supply an unduly intoxicated patron with liquor
- allow an unduly intoxicated patron to consume liquor
- It is an offence under the *Liquor Act 1992* to:

Under the *Liquor Act 1992*, a person may be considered to be '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.

The club has a zero tolerance approach to unduly intoxicated and/or disorderly patrons entering or being on the premises and maintains the following strategies:

- patrons displaying signs of undue intoxication and/or disorderly patrons are refused entry to the premises. Reception staff who consider that a patron may be intoxicated on entry must alert a Duty Manager who will make an assessment and refuse entry if necessary
- any patrons who are deemed by management or staff to be unduly intoxicated or behaving in a disorderly manner in the club are refused service and removed from the premises as soon as possible
- management fully support staff who **do not** serve unduly intoxicated or disorderly patrons
- patrons who cause disturbances will be refused all services provided at this venue, asked to leave the premises as soon as possible and may be referred to the Board of Directors for consideration of being banned in accordance with the club's constitution

Bar staff are briefed at induction and throughout their employment on what is expected from them when performing their duties. The Nerang Community Bowls Club Inc has a zero tolerance policy when it comes to minors, unduly intoxicated and disorderly persons and all consideration will be taken to ensure the safety of other patrons and staff when dealing with them.

Refusal of Service

All staff have a responsibility to uphold the club's approach to responsible service of alcohol. If a staff member considers that a patron should be refused service, the following should be applied:

- obtain agreement from a supervisor before speaking to the patron
- use tact and non aggressive body language when refusing service
- explain the reason for refusal & point to posters behind the bar to reinforce your decision
- record incidents in the incident register
- the duty manager should ask the patron to leave if they remain uncooperative

COMMUNITY

The Nerang Community Bowls Club is a strong leader in the local community and prides itself on working cooperatively within. The club is a good employer in the area as well as contributing cash and non-cash donations to local schools, charities, clubs and sporting teams.

It is the expectation of management that duty managers and staff are courteous and understanding in their dealings with patrons and club neighbours regardless of the circumstances. Club management are available to discuss and address any issues that may arise.

GENERAL COMPLIANCE

The Nerang Community Bowls Club is committed to being compliant of any forms of legislation that relate to their business and any event that falls under their responsibility.

- footpath dining N/A
- Designated Outdoor Smoking Area (DOSA) - The Nerang Community Bowls Club Inc has a large DOSA accessible from the venue. Management is committed to minimising exposure of staff and patrons to secondary smoke
- advertising - The Nerang Community Bowls Club Inc utilises many forms of advertising in-house, via their website and on various social media platforms and ensure that all advertising is in line with the Office of Liquor and Gaming Regulation standards
- number of patrons - The maximum number of patrons authorised to be on the premises as instructed under the *Fire and Rescue Services Act 1990* must not be exceeded. management and staff must monitor the number of patrons on site at all times and take necessary action to address surplus
- adult entertainment N/A
- functions - The Nerang Community Bowls Club has one function room which caters for small to medium functions. The principles and practises outlined in this RAMP apply equally during the hosting of functions.

DECLARED CRIMINAL ORGANISATIONS

The *Liquor Act 1992* prohibits people from entering or remaining on licenced premises if they are wearing or carrying certain prohibited items associated with a declared criminal organisation. Prohibited items are defined in section 173EA of the *Liquor Act 1992*. A prohibited item includes an item of clothing, jewellery or an accessory that displays:

- the name of a declared criminal organisation
- the club patch, insignia or logo of a declared criminal organisation
- any image, symbol, abbreviation, acronym or other form of writing that indicates membership of, or an association with, a declared criminal organisation, including the symbol 1% or 1%'er

All management and staff are required to have regard for these laws and any ongoing changes.