

# On the Border

Proposed Licensee: Catt Products Pty Ltd

## CODE OF CONDUCT

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“This venue and its staff are committed to the principles of responsible service of alcohol and to taking all reasonable steps to minimise the harm caused by the abuse of alcohol. We expect the same commitment from our patrons.”

### 1. INTOXICATION AND OTHER NON ACCEPTABLE BEHAVIOUR

As is required under the Liquor Control Act 1988:

- We do not allow you to enter the premises, be served, or otherwise remain on the premises if you are visibly intoxicated.
- We do not tolerate any disorderly, disruptive or offensive behaviour on the premises. If you have been offended by the behaviour of any of our patrons, please bring it to the attention of the Approved Manager of the premise.

### 2. JUVENILES

As is required under the Liquor Control Act 1988:

- We do not allow juveniles to enter or remain on the premises if they are under the age of 18 years unless under the supervision of a responsible adult or on the premises for the purpose of obtaining a meal (or as may otherwise be authorised under the Liquor Control Act 1988).
- We do not serve alcohol to anyone under the age of 18 years. If asked to show proof of age, please do not be offended. We have to be very cautious as the penalties under the law for serving juveniles are very severe.
- We do not serve you if you do not produce the required form of identification. The required forms of identification are:
  - a current Australian driver’s license with a photograph (including Learners Permit card);
  - a current passport with a photograph; or
  - a Proof of Age Card as specified in Regulation 18B of the Liquor Control Act 1988.
- You may be aware that it is an offence for a juvenile to attempt to buy alcohol, and it is **also an offence for any adult to procure alcohol for a juvenile.**
- The staff will not permit the sale and service of liquor to a table where juveniles are seated unless the juvenile is accompanied by a responsible adult who is a parent, spouse or legal guardian of the juvenile or other person in loco parentis to the juvenile.
- The staff will not permit the sale, service or consumption of alcoholic drinks to juveniles.

### 3. PATRON SAFETY AND COMFORT

- Staff are trained to deal with drunk, rowdy or disorderly and offensive patrons and their guests.
- Staff are trained and encouraged to refer to and seek help and advice from the Approved Manager before dealing with such situations.
- Senior and supervisory staff are available to assist bar staff in the refusal of service.
- Adequate and qualified security staff are on premises during peak periods.
- Diversionary and alternative strategies are used to minimise conflict when service is refused.
- Appropriate signage is displayed within the Premises emphasising the Licensee’s and the staff’s duties under the law to refuse service.
- Staff will continue to ensure that reasonable measures are in place to minimise the escape of undue noise from the premises.
- Staff should promote and encourage amongst patrons a respect for the amenity of the surrounding neighbourhood and rights of residents not to be unduly disturbed by patrons’ behaviour on or off the premises.

- Staff will continue to take all necessary steps within reason to prevent patrons from leaving the licensed premises with open cans, bottles or with glasses. It will be the management's responsibility to ensure this occurs.
- Staff will, on a regular basis, continue to collect empty plates, glasses, cans and bottles throughout the premises.
- Any complaint by a member of the public that they are experiencing undue offence, noise or disturbance as a result of the operation of the premises is brought to the attention of management or senior staff who will take reasonable steps to resolve the matter (if possible). All complaints are to be forwarded to management where they will be recorded in a log book. The Approved Manager will contact the complainant to ensure they are happy with the remedial action taken.

#### **4. CUSTOMER / RESIDENT COMPLAINTS**

- We will continue to make ourselves available to respond to the concerns of our patrons and our neighbours. If you have any concerns over the way in which the venue operates, please contact Benny's and ask to speak to the Approved Manager.

#### **5. PATRON CARE**

- We provide a range of non and low alcoholic beverages, and free tap water. In addition, we will be more than happy to call a taxi in the event that one of our patrons does become intoxicated and asked to leave the premises.
- The Approved Manager(s) has been accredited through the Management of Licensed Premises (MLP1) training course and all staff involved in the service of liquor will be trained in liquor licensing legislation, patron care, Responsible Service of Alcohol (RSA) and harm minimisation strategies. This will be achieved by the staff being required to complete in-house and RSA training, provided to each staff member when they commence employment.

#### **6. RESPECT THE NEIGHBOURS**

- The noise level of the venue will be at all times in accordance with the Environmental Protection (Noise) Regulations.
- Staff will encourage patrons to respect the neighbours when they depart the premises, particularly after 10pm.

#### **7. RESPONSIBLE SERVER PRACTICES**

- As is required under the Liquor Control Act 1988, we will not allow promotional activity in which drinks are offered free or at heavily reduced prices, or encourages the irresponsible consumption of alcohol.

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## MANAGEMENT PLAN

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"The Licensee will at all times make ourselves available to respond to the concerns of our patrons and our neighbours."



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**Address:**

Unit 2 & 3, 28 Anchorage Drive Mindarie WA 6030

**Contact Phone:**

(08) 6201 7032

[www.hospitalitytotalservices.com.au](http://www.hospitalitytotalservices.com.au)

## Noise Control and Management

- The Licensee (or representative) and Approved Manager will take necessary action to ensure all activities carried out on premise will not exceed the noise levels stipulated under the Environmental Protection (Noise) Regulations 1997.
- Patrons are required to disperse from the property in an orderly manner and be considerate of neighbouring businesses and residents.
- The staff clean up the immediate surrounds of the premises each night including the open areas in front of the venue.

Type of Premises Receiving Noise	Time of Day	Assigned Noise Levels in dB(A) <sup>2</sup>		
		L <sub>A 10</sub>	L <sub>A 1</sub>	L <sub>A max</sub>
Noise sensitive premises: highly sensitive area	0700 to 1900 hours Monday to Saturday	45 + Influencing factor	55 + Influencing factor	65 + Influencing factor
	0900 to 1900 hours Sunday and public holidays	40 + Influencing factor	50 + Influencing factor	65 + Influencing factor
	1900 to 2200 hours all days	40 + Influencing factor	50 + Influencing factor	55 + Influencing factor
	2200 hours on any day to 0700 hours Monday to Saturday and 0900 hours Sunday and public holidays	35 + Influencing factor	45 + Influencing factor	55 + Influencing factor
Noise sensitive premises: any area other than highly sensitive area	All hours	60	75	80
Commercial premises	All hours	60	75	80

## Patron Capacity

- The premises (when fitted out) will accommodate no more than 250 patrons at any one time.

## Trading Hours

Trading hours will be as permitted under Section 98C of the Liquor Control Act 1988:

- Sunday to Saturday 10.00am – midnight

## Patron and Anti-Social Behaviour

- The Licensee and Approved Manager will be accredited through the completion of the mandatory liquor licensing training to ensure they fully understand the requirements of operating a licensed premises in Western Australia.
- It is our policy to train all our service staff in responsible server practices. This will normally be achieved by completing in-house and RSA training provided to each staff member.
- Our management team has also been trained in responsible service practices and will support the service staff at all times in their duties and responsibilities under the Liquor Control Act 1988 with regard to harm minimisation.
- Staff are encouraged to be alert for the signs of intoxication of patrons.

- Staff members will be made aware of the Director of Liquor Licensing's policies on the Responsible Promotion of Liquor.
- The Licensee will discourage any activity that could result in excessive consumption of alcohol (such as drinking competitions) or the promotion of alcohol involving excessive or rapid consumption of alcohol.
- Low and non-alcoholic beverages are available on the premises and glasses of potable tap water will be available, free of charge, upon request at all times.
- Toilet facilities are maintained using the Director of Liquor Licensing's Standards of Licensed Premises Policy.

### **Juveniles**

- The Licensee do not serve alcohol to persons under the age of 18 years.
- If a staff member is in any doubt as to whether a person is aged 18 years or more, the staff member must request that the person provide proof of age.
- The only acceptable proof of age are:
  - Current Australian Driver's Licence with a Photograph
  - A current passport
  - Proof of Age card or equivalent issued in an Australian state or territory

### **Intoxicated Patrons**

- The Licensee will not serve intoxicated patrons any alcohol. If someone is displaying signs of intoxication our staff will, in a calm, courteous and non-judgmental way, inform the patron that they will not be served any more alcohol and explain why service is being refused.
- The patron will be then offered water or other non-alcoholic beverage. Where appropriate, our staff will inquire as to how the patron is getting home and offer to call them a taxi.
- Intoxicated persons will be asked to leave the premises.

### **Traffic**

- There will no traffic impact from the premises, as it has previously operated as a hospitality business.

### **Car Parking**

- There are multiple car parks (both private and City of Wanneroo) located in close proximity.

### **Waste Collection**

- The bins will be emptied twice weekly, and more regularly during peak periods if and as required.
- The bins will be kept in a secure space and only taken outside to be collected.
- The bins will be well maintained at all times.
- A tap with running water, hose attachment and drain to be available for cleaning of the bins.
- The bins will be hosed down periodically to ensure cleanliness at all times.
- The premises will have a regular Pest Control preventative maintenance program.
- Staff will place the bins outside on the verge on the days the relevant bins are to be collected, and ensure they are put back into the waste storage area once they have been emptied.

- Waste collection drivers will collect waste in a manner that is safe.

### **Food Service**

- Food is delivered, stored, prepared and served in a safe and hygienic way, as per the City of Wanneroo and WA Health Regulations.
- Staff diligently clear food plates and clean surrounding areas, including the open areas in front of the venue and the passageway, before, during and after food service.
- Food preparation, storage and service areas are kept clean at all times.

Any concerns about the way in which On the Border operates must be directed to the venue's Approved Manager.

### **Opening procedures**

- Check for rubbish in and around venue.
- Check toilets are clean and have ample toilet paper.
- Prepare for service
  - Turn music on
  - Turn coffee machine on
  - Turn air-conditioners on to ambient level
  - Turn tills on and ask the Approved Manager to put till float / change in
  - Place any nozzles/nip pourers in place
  - Check open wines are appropriate to serve
  - Unlock doors
- Set up tables (cutlery, crockery, reservation signs etc.)
- Look at the venue as if you were a customer to gauge any necessary improvements.

### **Closing procedures**

- Turn till off prior to next session or have Approved Manager ring off at end of night
- Clean and backwash coffee machine (chemical clean as required) and turn off coffee machine
- Check all areas for rubbish
- Clean behind service counters
- Wipe chairs and highchairs where needed
- Clean glass doors of drinks / cool room fridge
- Wipe all tables including under the lip
- Clean & polish glasses and cutlery
- Wipe spirit bottles
- Seal any opened bottles of wine

- Close and lock windows and doors
- Check venue for glasses and rubbish
- Check all is secure and all lights and kitchen appliances are off
- Set alarm system and exit
- Close and lock doors

At the end of each shift make sure that the venue is clean and tidy and request the Approved Manager or supervisor on duty to check all is done before signing off.

# **On the Border**

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## **HOUSE MANAGEMENT POLICY**

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Our policy is to serve customers in a friendly, responsible and professional manner and to provide, at all times, a safe and comfortable venue in which our patrons may enjoy themselves.

This will be achieved through ongoing training and development of our staff and through regular maintenance of the premise and facilities.

Our company is committed to minimising liquor related harm to people by the adoption of harm minimisation strategies.

Staff will not serve liquor to juveniles or any person who appears to be intoxicated.