

MANAGEMENT PLAN

WE PROMOTE THE RESPONSIBLE SERVICE OF ALCOHOL

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1. INTERPRETATION

In this Management Plan, unless the context demands otherwise, the following words and phrases shall have the following meanings:

- “Premises”** shall mean the licensed premises to which this Management Plan relates and is in force;
- “Management”** shall mean and include the Licensee, Approved Manager and any other person or persons directly involved in the practical management of the Premises;
- “Licensee”** shall mean the person or entity legally entitled to hold and operate the licence relating to the Premises, and by whom this Management Plan is adopted.

2. OBJECTIVES OF MANAGEMENT PLAN

This Management Plan contains details of the means by which the Licensee intends to implement the provisions of the Licensee's *House Policy* and *Code of Conduct*, and the strategies and procedures which the Licensee will put and keep in place at the Premises to adopt and reinforce the principles of responsible service of liquor, pursuant to the Director of Liquor Licensing's *Policy on Harm Minimisation* (as amended) insofar as it relates to the licensed premises.

The Licensee aims to trade successfully and to be recognised as a responsible member of the community.

The aim of this Management Plan is to ensure that the Licensee and Management have a thorough understanding of the obligations under not only the *Liquor Control Act 1988*, but also other legislation that applies to the Premises.

It is the aim of the Licensee, in adopting the provisions of this Management Plan and the principles of responsible service of liquor, to minimise incidents of harm or ill health that may be caused to people or any group of people due to the use of liquor within the Premises.

Management accepts that in order to minimise of harm it needs to provide a safe, non-threatening environment for patrons, staff and all members of the community.

3. TRAINING

Management believes that proper, relevant and continued training of all staff in the responsible service of liquor is essential for the success of its business. All staff will receive in-house training in addition to appropriate external training, including responsible service practices.

Staff will have an understanding of their obligations under law in the provision and service of food and beverage.

The Licensee and all Management staff will have the requisite training as prescribed by the Licensing Authority.

4. CUSTOMER SERVICE

Management is committed to providing a well-run and friendly licensed premises. Patrons may be expected to feel confident that the sale of liquor and the provision of other services at the Premises will be provided by staff who are professional in their manner and who understand their responsibilities under the law as it applies to the sale of liquor.

Management undertakes to display responsible service posters in prominent positions throughout the Premises.

5. CONDUCT OF STAFF

Staff will:

- carry out their duties at all times in a friendly, competent and professional manner.
- discourage any activity by patrons that may lead to the irresponsible consumption of liquor on the Premises.
- be aware of their obligations under law pertaining to the responsible service of liquor.
- discourage rapid or irresponsible consumption of liquor and will actively encourage consumption of food with liquor.

6. SALE OR SUPPLY OF FOOD AND BEVERAGES

Food sales on the Premises occurs on all trading days and is the predominate focus of the business.

Food preparation and production of meals on the Premises will be undertaken in accordance with the highest hygiene standards and practices.

All staff will have safe food handling practices which will continually be reinforced.

The Licensee and Management take seriously the supply of alcoholic beverages on the Premises. The Licensee, Management and staff will abide by and encourage compliance with acceptable practices for the supply of liquor in accordance with the *Liquor Control Act 1988* and the policies of the Licensing Authority.

A range of non-alcoholic beverages are available on the Premises and is well promoted by all staff.

Management and staff will monitor the consumption of liquor by patrons and will be alert for early signs of intoxication.

7. JUVENILES

The *Liquor Control Act 1988* prohibits juveniles being present on licensed premises except in the following circumstances:

- the juvenile is at all times accompanied by and under the supervision of a responsible adult;
- the juvenile is on the Premises for the purpose of obtaining a meal; or
- the juvenile is on part of the Premises which has been approved by the Licensing Authority for the provision of entertainment mainly for juveniles and where liquor is not being sold, supplied or consumed.

Management undertakes that it will support staff refusing service to and/or denying a patron access to the Premises, and will facilitate that patron's removal from the Premises, if the staff member has reason to believe that the patron is a juvenile. The Licensee, Approved Manager and staff will have reason to remove a patron from the Premises whom they suspect to be a juvenile if that patron cannot produce acceptable ID verifying their age, or if the patron is confirmed to be a juvenile and does not fall within one of the exceptions listed above.

An acceptable ID will only include the following documents:

- a current Australian driver's licence with a photograph;
- a current passport with a photograph; or
- a Proof of Age Card as specified in the *Liquor Control Regulations 1989*.

Management will display appropriate signage on the Premises which explains the law in respect of juveniles being on licensed premises.

If the juvenile does not satisfy the Licensee, Approved Manager or staff member as to their age, or if the ID produced is not acceptable, the staff member is legally entitled to ask the suspected juvenile to leave the Premises and can remove the juvenile (or ask any other person to do so) using such force as may be necessary.

Staff must not:

- sell or supply liquor to juveniles either on or off the Premises;
- permit a juvenile to consume liquor on the Premises; or
- permit liquor to be sold or supplied to a juvenile on the Premises.

8. REFUSAL OF SERVICE

Refusal of service to a patron in appropriate circumstances is a fundamental aspect of the responsible service of liquor.

Refusal of service is necessary at times and is obligatory in certain circumstances. For example, it is obligatory to:

- Refuse to sell or supply liquor to a drunken person.
- Not allow a drunken person to consume liquor on licensed premises.
- Not allow violent, quarrelsome, disorderly or indecent behaviour to take place on licensed premises.
- Not permit drunkenness on licensed premises.
- Refuse to sell or supply liquor to a juvenile, or refuse to allow a juvenile to remain on licensed premises.

To minimise any potential hostility or anti-social behaviour on the part of a patron who has been refused service, such refusals should always be done in a professional, polite, discrete but firm manner and where appropriate the reasons for refusal of service should be explained to the patron.

Where refusal of service takes place the person or persons who have been refused service should be requested to leave the Premises. If the person/s refuse to leave at the request of the Licensee, Approved Manager or other staff member, other persons can be asked to remove the person using such force as may be necessary. In extreme cases, police intervention should be sought.

Appropriate signage will be prominently displayed within the Premises emphasising the Licensee's and the staff's duties under the law to refuse service.

It is important that patrons who are refused service or who are asked to leave are dealt with in a professional but firm manner. The patron should be directed to the provisions of the *House Policy* and *Code of Conduct* in force at the Premises, and refreshment alternatives such as non-alcoholic drinks, coffee, food and assistance to obtain taxis should be offered.

Management must be notified by staff of liquor service refusal.

9. ENTERTAINMENT

To enhance the experience provided by the Premises, entertainment may be if approved by the Licensing Authority and provided at the Management's discretion.

The entertainment provided has to be of a kind that is acceptable to our patrons but at the same time does not cause undue offence, noise or disturbance to persons who live in close proximity to the Premises.

In order to minimise any undue offence, noise or disturbance:

- Entertainment will be of a kind that complies with the law and any conditions imposed on the license by the Licensing Authority, or any requirements of or directions given by other relevant authorities.
- The providers of entertainment will be made aware by Management of requirements both general and special that are in place concerning the provision of entertainment at the Premises.
- Any complaint by a member of the public that they are experiencing undue offence, noise or disturbance as a result of entertainment being provided at the Premises will be brought to the attention of the Duty Manager who will take reasonable steps to resolve the matter (if possible). All complaints are to be recorded in the appropriate register.

10. CROWD CONTROL

Over-crowding at licensed premises can lead to disruptive behaviour within licensed premises and a subsequent loss of proper control by Management and staff.

The appropriate authorities determine the maximum number of patrons permitted to be on the Premises at any one time. The number of patrons on the Premises at one time will not exceed the prescribed number.

Management will be able to adequately control the conduct and behaviour of patrons within the Premises and in its immediate vicinity. Given the size of the premises and proposed operation it is very unlikely security staff will be required.

It will be the responsibility of Management and security staff (if any) to control and monitor the number of persons on the Premises to ensure that numbers are kept within acceptable limits.

11. CREATING A SAFE COMMUNITY ENVIRONMENT

Management are committed to creating of a safe environment within the Premises and the local community.

It is one of the aims of Management in adopting responsible service practices at the Premises to create an environment at the Premises where the safety and enjoyment of patrons of the Premises can be maximised as far as may be possible.

In addition, neighbours of the Premises should not have their peace and quiet unduly disturbed by noise from the Premises or the behaviour of patrons as they leave the Premises. To facilitate these objectives:

- Staff should 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 neighbourhood in which the Premises is situated, and rights of neighbouring premises not to be unduly disturbed by patrons' behaviour on or off the Premises.
- Staff will take steps to prevent patrons from leaving the Premises with open cans, bottles or with glasses.
- Staff will collect on a regular basis empty and discarded 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 will be brought to the attention of Management who will take reasonable steps to resolve the matter (if possible). All complaints are to be recorded in the appropriate register.

HOUSE POLICY

WE PROMOTE THE RESPONSIBLE SERVICE OF ALCOHOL.

We aim to provide hospitality services of the highest quality by properly trained staff which includes the purchase and consumption of alcoholic beverages in a responsible and friendly environment.

CODE OF CONDUCT

Management advises that the following policies relate to these premises for your safety:

1. RESPONSIBLE SERVER PRACTICES

We are a responsible server and do not encourage excessive or rapid consumption of alcohol. We support the responsible service and harm minimisation policies of the Licensing Authority.

We ask that all liquor be consumed in a responsible manner so as to not cause harm to the patron or other persons in their vicinity. Our staff have been trained to deal with these matters and encourage responsible service.

2. CONTROLLING INTOXICATED PERSONS

The Management and staff will uphold the Liquor Control Act 1988 by not allowing intoxicated persons to remain on the premises or to be served alcohol.

3. JUVENILES

Persons under the age of 18 years shall not be permitted on these premises unless accompanied by a Parent/Guardian and shall not be permitted to purchase or consume alcohol. Persons entering these premises MUST produce on demand, valid photographic identification with proof of age (WA Drivers License, Current Australian passport or Proof of Age Card).

4. CONDITION OF SALE

All liquor purchased at these premises will be sold for consumption on the premises and shall not be removed from the premises.

5. PATRON CARE

All Patrons will be dealt with politely and courteously at all times and we ask that you treat our staff in the same manner. Disorderly and drunken behaviour will not be tolerated on or about these premises at any time.

All staff have received formal training in responsible service and in encouraging the availability of a non-alcoholic alternatives. We strive to provide a friendly atmosphere with no tolerance of disorderly behaviour.

6. COMPLAINTS FROM CUSTOMERS

Management will listen to all complaints brought forward, and attempt to come to a resolution in an expeditious and appropriate manner.

7. RESPECT OUR NEIGHBOURS

We respect the rights of our neighbouring premises to not be unduly disturbed or inconvenienced as a result of the operation of our premises.

Please respect our neighbours and behave in an appropriate manner whilst dining at the premises and by limiting noise when exiting.

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