

# **Risk Assessed Management Plan (RAMP)**

*Liquor Act 1992- Part 3A*

**Arana Leagues Club**



2016

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# Our Liquor License

The Arana Leagues Club holds a Community Club License (87691). Details of the main requirements of the license 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 objects.
2. The authority under a community club licence to sell or supply liquor does not apply unless a business is conducted on the licensed premises with the principal activity as mentioned in subsection (1).

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

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 for 30 days after receipt of application
- an interstate or overseas visitor
- a visitor who resides at least 15 km from the club
- a person attending a function on the premises
- Visitors authorised by the management committee playing a sport that is part of the club's business, including teams and officials, for the day on which the sport is played only.

### *Maximum Licensed Trading Hours*

9am – 2am Monday-Sunday

### *License Document*

The Arana Leagues Club's Liquor License Document contains all details of licensed trading hours and conditions. The license document must be kept on the premises at all times.

## Objective

The Arana Leagues Club prides itself on providing high quality facilities and services for members and guests in a safe and friendly environment. The Club is a leading entertainment venue on Brisbane's north side and welcomes a diverse range of members and guests into the premises.

Management consider that patrons should expect outstanding customer service when visiting the Club and all patrons will be served professionally and courteously.

Management is committed to creating a safe environment for patrons, staff and the surrounding area and as such all staff must uphold the principles of responsible service of alcohol at all times. All staff and crowd controllers engaged by the Club must be familiar with the strategies outlined in this Risk Assessed Management Plan (RAMP).

Staff have the opportunity to raise concerns or share information through regular staff meetings and training sessions or with their supervisor at any time.

## Responsible Service of Alcohol (RSA)

Management of the Arana Leagues Club recognises that the responsible service of alcohol is a key element to providing a premises that is safe for staff and patrons. The Arana Leagues Club is totally 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:

- Development 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 at all bars.

- Food is available including snack options outside meal times.
- Signage promoting responsible service of alcohol is displayed at all bar areas.
- Rapid intoxication beverages are not sold or supplied after midnight.
- Rapid intoxication drinks are:
  - drinks designed to be consumed rapidly such as shots, bombs, shooters etc.;
  - drinks containing more than 45ml of alcohol;
  - pre-mixed alcoholic drinks containing more than 5% of ethyl alcohol (ethanol) and containing more ethanol than 2 standard drinks. A pre-mixed beverage must be within both of these limits to be served after midnight. Note: The Liquor Regulation notes a pre-mixed drink as 'an alcoholic mixed drink prepared by the manufacturer'. It does not include brewed or fermented drinks (for example, beer and wine).
- Cocktails are exempt from the ban on rapid intoxication drinks from midnight, provided the:
  - drink is listed on a document (cocktail menu) prepared by the licensee and displayed on the premises listing the cocktails that may be sold in the venue;
  - price of the cocktails is listed on the cocktail menu;
  - drink is not sold for less than the amount specified on the menu from midnight;
  - drink is not designed for rapid consumption. For example, cocktail shooters are not exempt.
- Alcoholic beverages are not sold or supplied after 2.00am.
- All alcoholic beverages must be consumed by 2.30am.
- Management facilitate regular formal and informal staff meetings to ensure all staff are regularly reminded of the venue's commitment to RSA.
- Management engages licensed crowd controllers seven days per week.
- 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**

The Arana Leagues Club understands that it has an obligation to ensure alcohol is supplied and promoted in ways that minimise 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 Beverages Advertising Code and all decisions regarding advertising and promotions will be made at management level. It is the policy of management that all venue advertising will be carried out responsibly and with due regard for the proper, controlled and moderate use of alcohol.

### **Drinking practices**

In accordance with section 142AJ of the *Liquor Act 1992*, management and staff will ensure that the following drinking practices are not conducted on the premises:

- (a) a competition or game in which—
  - (i) contestants or players consume liquor on the premises; or
  - (ii) free or discounted liquor is given as a prize for consumption on the premises; or
- (b) other activities, prescribed under section 37H of the *Liquor Regulation 2002*, that may encourage the rapid or excessive consumption of liquor or promote intoxication.

## **Liquor Accord**

Arana Leagues Club believes that a cooperative approach between licensees and industry stakeholders to create safe and well-managed environments in and around licensed premises benefits the Club, members and the community as a whole.

The Club is a supporter of Accords between licensees as they promote the responsible service of alcohol, encourage improvements in safety and security and involve improved communication and co-operation between licensees and the community.

# 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 Arana Leagues Club 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 license;
- Management and staff monitor noise levels at all times during operation;
- Any noise complaints or feedback will be responded to promptly and accordingly by management;
- 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;
- The Club engages licensed crowd controllers seven nights per week to assist in monitoring noise and ensuring patrons entering and leaving the premises do so in an orderly manner.

## Security

The Arana Leagues Club engages licensed Crowd Controllers seven days per week. All crowd controllers who perform duties at the Club will be required to fully adhere to and comply with all relevant laws and regulations including (but not limited to) the *Security Providers Act 1993*; *Security Providers Regulation 1995*; *Liquor Act 1992*; *Liquor Regulation 2002*; and the *Criminal Code Act 1899*.

In addition:

- All crowd controllers are required to read, understand and sign off on the RAMP prior to performing duties for the first time at the Arana Leagues Club.
- Management only engage crowd controllers who are properly licensed under the *Security Providers Act 1993*.
- Management keep a copy of current licenses of all crowd controllers who work at the venue.
- Management keep a copy of current statements of attainment for RSA of crowd controllers who work at the venue.
- Crowd controllers are not permitted to use excessive force in removing patrons at any time.
- The Arana Leagues Club enforces a very strict "no first strike" policy.
- The use of any form of neck restraint against any patron is strictly prohibited and is not to be used at any time under any circumstances.
- Crowd controllers will only be permitted to use reasonable force in defense of on attack or to overcome a resisting force.

- Crowd controllers must record any incidents that occur at the premises where a patron is removed from the premises or a person is injured in the Crowd Control Register (section 142AI of the *Liquor Act 1992*). The information contained in each report must comply with section 37E of the Liquor Regulation 2002.

### **Closed Circuit Television**

CCTV is located at all entrances to and exits from the premises that provide access or egress for patrons. CCTV equipment must be checked daily to ensure it is working properly. 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 on a hard drive.

### **Transport Services**

The Arana Leagues Club is located on Dawson Parade which is a main road well serviced by public transport. As well as regular buses, the Grovely Train Station is located within walking distance of the Club. The Club provides taxi phones at reception and reception staff are available to assist patrons with ordering a taxi. The Club also provides a Courtesy Bus which operates six days per week.

## **Provision of food**

The Arana Leagues Club offers patrons full menu and snack options. The Club's Kick Bar & Grill and the Tall Story Licensed Cafe & Alfresco Bar offer a range of food options seven 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 practices.

## **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 in accordance with sections 155(4) and (5) of the Act. Minors are not permitted to be served alcohol by staff or by 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 whilst they are on the licensed premises.
- Are not permitted in any area/s set aside for gambling at any time.
- Are not permitted to purchase, consume or be supplied alcohol at any time.
- Are not permitted to sit at, or approach the bar at any time.
- Are not permitted in the 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 Arana Leagues Club requires staff (including contracted crowd controllers) 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 and crowd controllers 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 who is unable or unwilling to provide acceptable identification.

The only forms of acceptable proof of identification of age are:

- an adult proof of age card;
- a recognised proof of age card;
- an Australian driver licence;

- a foreign driver licence;
- an Australian or foreign passport;

These forms of identification are only acceptable if they are current, include a photo and indicates, by reference to the person's date of birth or otherwise, the person has attained a particular age.

When checking identification, staff and crowd controllers are advised to:

- examine ID in well-lit areas where alterations will be more obvious
- ask patrons to remove ID from wallets and purses for inspection
- hold the ID in their own hands and take their time examining it
- feel around the photo, birth date and edges of the card, especially with cards enclosed in plastic (wrinkles, bumps and air bubbles could mean the ID has been tampered with)
- compare the photo with the patron presenting the ID
- check that the date of birth on the ID confirms the patron is over 18 years
- ensure the ID includes a hologram or other security feature.

If a person presents a suspected fake, defaced or tampered ID, management must confiscate it. A confiscation report must be completed and forwarded 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.

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 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 at the entry must alert a Duty Manager who will make an assessment and refuse entry if necessary. Crowd controllers are engaged seven nights per week and placed at the entrance during peak times to monitor the entry of patrons.
- Any patrons who are deemed by management or staff (including Crowd Controllers) to be unduly intoxicated or behaving in a disorderly manner in the Club are refused service and are removed from the premises as soon as possible.
- Management fully support staff who do not serve unduly intoxicated or disorderly patrons.
- All staff and management (including contracted crowd controllers) are made aware that they must actively monitor levels of intoxication of all patrons.
- The venue does not allow patrons who are argumentative, or who are behaving indecently, disorderly or offensively to remain on the premises.
- Patrons causing such 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 from the premises in accordance with the Club's constitution.
- Bar and Security staff have been instructed to be extremely vigilant in monitoring patrons. Any intoxicated or disorderly patrons will be removed from the premises ASAP.

Bar staff and security staff are briefed at induction and throughout their employment on what is expected from them when performing their duties. The Arana Leagues Club has a zero tolerance policy when it comes to minors, unduly intoxicated and disorderly persons. In the event of an unduly intoxicated person or a disorderly person being detected all consideration will be taken into account regarding the affected patron's safety and dignity as well as the safety of staff and other patrons.

### **Refusal of service**

All staff and crowd controllers have a responsibility to uphold the Club's approach to responsible service of alcohol and the consistent management of patrons approaching undue intoxication. If a staff member considers that a patron should be refused service, the following strategies should be applied:

- Obtain agreement from a supervisor and notify security, if available, before speaking to the patron.

- Use tact and non-aggressive body language and politely inform the patron you will not serve them any more alcohol.
- Point to posters/signs behind the liquor service point to reinforce your decision.
- Explain the reason for refusal of service (e.g. continued bad language, inappropriate behaviour).
- Offer (if appropriate) non-alcoholic beverages instead, or to phone a taxi or a friend to drive them home.
- Make sure that they leave the premises safely and that they do not hang around outside.
- Record incidents relating to refusal of service in the incident register, located behind each bar. A manager should co-sign each entry. Incidents recorded in the Crowd Control Register do not need to be recorded in the Incident Register.
- Patrons who are argumentative or uncooperative may be asked to leave the premises. In these cases, a manager should ask the patron to leave. If the patron continues to be uncooperative, security can assist.

## Community impact

The Arana Leagues Club depends on community involvement and prides itself on working co-operatively with the community. The Club is a major employer in the area, injecting over \$3.6million in wages to the local community with over 100 staff working in a range of management, operational and administrative roles. In addition, the Club contributes in excess of half a million dollars through both cash and non-cash donations to local schools, charities, clubs and sporting teams.

The Club is committed to maintaining a good working relationship with any person or group who may be affected by trading activities. It is the expectation of management that duty managers, staff and security are courteous and understanding in their dealings with neighbours regardless of the circumstances. Club management make themselves available to any person concerned with the Club's trading activities, in order to discuss and address any issues that may arise. Senior management have a strong expectation that both Duty Managers and staff are courteous and polite in their dealings with neighbours regardless of the circumstances.

## Consultation

The Arana Leagues Club has a valuable relationship with the local liquor accord, Clubs Queensland, and the Club Managers Association and regularly meets with Police and key stakeholders with the

aim of creating an enjoyable environment and minimising the risk of harm to everyone in attendance to its facilities.

## General compliance

The Arana Leagues Club is committed to being compliant with any forms of legislation that relate to their business, and any event that falls under their responsibility.

- Footpath dining – n/a
- Designated Outdoor Smoking Areas (DOSAs) – The Arana Leagues Club has a large DOSA accessible from the venue. “No Smoking” signs are placed strategically throughout the club. Management of the Club is committed to minimising exposure of staff and patrons to secondary smoke.
- Advertising – The Arana Leagues Club utilises many forms of advertising from time to time to promote its venue and events to members and guests. This includes local newspapers, radio, television, internet and internal publications and newsletters. The Arana Leagues Club ensures that all advertising requirements, as required by the Office of Liquor and Gaming Regulation are adhered to.
- Number of patrons – The maximum number of patrons authorised to be on the premises as authorised 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 Arana Leagues Club has function rooms which cater for small and large functions. The principles and practices 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 licensed 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 or jewellery or an accessory that displays:

- the name of a declared criminal organisation
- the club patch, insignia or logo of a declared criminal organisation (i.e. 'colours')
- 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%'
- the symbol '1%er'
- any other image, symbol, abbreviation, acronym or other form of writing prescribed under the Act.

All staff and crowd controllers are required to have regard to these law changes and management provides information and ongoing training in this respect.

