

*Manjimup Imperials Recreation Club (Inc)*  
*Home of Imperials Football Club*



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# **Manjimup Imperials Recreation Club**

## **Management Plan**

### **House Policy & Code of Conduct**

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# **Objectives of Management Plan and Interpretation**

## **Manjmup Imperials Recreation Club**

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 Guideline on Harm Minimisation* dated 28 August 2000 insofar as it relates to hotel-licensed premises.

It is an 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.

Imperials committee accepts that the minimising of harm not only applies to our patrons but also to the residents of homes located within the vicinity of the Premises and to others who are also members of our local community.

It is not an aim of this Management Plan to create legal obligations on the part of the Licensee in replacement of or additional to those legal obligations imposed upon the Licensee pursuant to the *Liquor Licensing Act 7988* and subsidiary legislation (as amended from time to time) and any other State or Commonwealth legislation relevant or having application to the business carried on by the Licensee at the Premises or the fact of the Licensee's proprietorship, occupation or use of the Premises, or to create obligations or liability on the part of the Licensee, whether contractual or tortious in nature, towards any person or entity at common law or otherwise.

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

**"Premises"** shall mean the hotel-licensed premises to which this Management Plan relates and is in force; this being the Manjimup Imperials Recreation Club.

**"Management"** shall mean and include the Licensee, Approved Manager and any other person or persons directly involved in the practical management of the Football Club;

**"Licensee"** shall mean the person or entity legally entitled to hold and operate the license relating to the Football Club, and by whom this Management Plan is adopted.

## **Training**

Imperials committee believes that the proper and regular training of all bar staff in the responsible service of liquor is essential for the success of its business.

Imperials committee requires and encourages all staff to undertake appropriate training to a level that is commensurate with their roles and duties at the Premises.

In order to demonstrate its commitment to training, the Imperials Committee will adopt the following training requirements:

### **Licensee**

The Licensee/at least one Committee Member of the Licensee will attend and successfully complete an accredited training course in Responsible Service of Liquor.

### **Approved Manager (Licensee)**

The Approved Manager is required to attend and successfully complete an accredited training course in Responsible Service of Liquor.

### **Duty Managers (Committee Members)**

Practical encouragement will be given and opportunities offered to the Duty Manager/s to attend or participate in accredited training courses.

### **Bar Staff**

All staff on appointment will be given an introduction to and instructions in the principles of Responsible Service of Liquor.

## **OnGoing Training**

There will be regular meetings and training sessions convened by Imperials Committee involving all staff. Training will be provided by in-house personnel, outside experts and others and will cover all matters relating to the responsible service of liquor and its implementation within the clubrooms.

## **Customer Service**

There is a firm commitment by Imperials Committee to provide 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.

The *Liquor Licensing Act 1988* requires staff at this Premises to sell liquor on the licensed premises at any time that the Premises are open for trade unless they have reasonable cause to refuse to sell liquor to a particular person. 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 (see the section on *Juveniles* in this Management Plan).

In order to identify and emphasise the professionalism and commitment of staff the following staff dress code and conduct will be adopted.

### **Dress Code**

Staff will wear name badges whilst on duty.

### **Conduct**

Staff will carry out their duties at all times in a friendly and professional manner.

Staff will discourage any activity by patrons that may lead to the irresponsible consumption of liquor.

Staff will not perform any act or engage in any activity that is immodest or lewd.

## **Refusal of Service**

Refusal of service to a patron in appropriate circumstances is a fundamental aspect of the responsible service of liquor. The refusal of service in circumstances where the law requires refusal can be difficult. Individual patrons and some sections of the public do not readily accept that such refusals are obligatory and that the failure of the Licensee to apply the law could place the licence in jeopardy or result in charges being laid against the Licensee, its employees or agents. 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, discreet 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.

Under the *Liquor Licensing Act 7988* it is the duty and obligation of a Police Officer at the request of the Licensee, Approved Manager or other staff member, to remove a drunken, quarrelsome or disorderly person, or juvenile person, from the Premises.

Imperials Committee will support staff in the refusal of service by providing:



Senior and supervisory staff available to assist bar staff in the refusal of service.

Adequate and qualified security staff on immediate call.

Diversions and alternative strategies to minimise conflict when service is refused.

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

No staff will be directed to sell or supply liquor to a person if the staff member reasonably believes that the person is drunk. The *Liquor Licensing Act 1988* provides that a person is "drunken" for the purposes of the Act if that person's speech, balance, co-ordination, or behaviour is noticeably affected by liquor. Staff will be expected, for the purposes of the responsible service of liquor, to identify at an early stage patron whose behaviour may appear to be affected by liquor. Staff who consider that a patron is drunk or suspect that a person may be drunk should bring the matter to the attention of a supervisor prior to the refusal of service.

Staff who observe that patrons are becoming violent, quarrelsome or disorderly will, where possible, bring the matter to the attention of a supervisor prior to taking steps to having the activity stopped.

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.

## Juveniles

The *Liquor Licensing Act 1988* prohibits juveniles being present on licensed premises except in certain circumstances. A juvenile will only be permitted to be present on the Premises if:

- .t, 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.

Imperials Committee 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 license with a photograph;
- .t, a current passport with a photograph; or
- .ti a Proof of Age Card as specified in Regulation 18B of the *Liquor Licensing Regulations 1989*.

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

The Licensee, Approved Manager and a staff member or agent of the Licensee is an "authorised person" under the *Liquor Licensing Act 1988* and

as such is authorised to ask a suspected juvenile to produce evidence of their age. If the juvenile does not satisfy the Licensee, Approved Manager, staff member or agent 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. The juvenile commits an offence if he or she does not leave the Premises.

Staff should be aware that although there may be controlled access to the Premises and ID is required for entry to the Premises, there is still an obligation on serving staff to be sure that no juvenile is sold or supplied with liquor.

Staff who suspect that:

- a juvenile (who does not fall within one of the exceptions listed above) is present on the Premises; or
- a juvenile has attempted to purchase liquor or is consuming liquor;

should request the production of an acceptable ID by the suspected juvenile and if no acceptable ID is produced the suspected juvenile should be immediately refused service and asked to leave the Premises. The assistance of supervisory staff or security staff if any should be obtained if the suspected juvenile refuses to leave.

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.

## **Entertainment**

The provision of entertainment, which is appropriate and suitable to the Premises, is an important part of our business.

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 Imperials Clubrooms.

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 the Imperials Committee 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 Imperials Committee who will take reasonable steps to resolve the matter (if possible). All complaints are to be recorded in the appropriate register.

## **Crowd Control**

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

Imperials Committee, if appropriate authorities will determine the maximum number of patrons permitted to be on the Premises at any one time.

Imperials Committee, if appropriate will provide adequate numbers of security staff to properly control the conduct and behaviour of patrons within the Premises and in its immediate vicinity.

It will be the responsibility of Imperials Committee and security staff to control and monitor the number of persons on the Premises to ensure that numbers are kept within acceptable limits.

## Advertising and Drink Promotions

No advertising will be displayed nor will incentives be promoted at the Premises which encourage patrons to consume liquor in a manner that is considered irresponsible.

There will be no drink discount cards, special promotions, contests or games allowed that are in conflict with the list of acceptable and unacceptable practices identified by the Director of Liquor Licensing in *Liquor Licensing Guideline - No. 4/ 7998*. The unacceptable practices identified by the Director of Liquor Licensing in *Liquor Licensing Guideline - No. 4/7998* are as follows:

1. *Drinks that offer alcohol in non-standard measures and/or by virtue of their emotive titles such as - "laybacks" , "shooters", "slammers", "test tubes" , "blasters" - and their method of consumption encourage irresponsible drinking habits and are likely to result in rapid intoxication.*
2. *Drink cards that provide a multiple of free drinks, extreme discounts or discounts of limited duration on a given day or night and have a capacity to be readily stockpiled by patrons or transferred to other patrons. In other words, the drink card must not, by design or potential misuse, create an incentive for patrons to consume liquor more rapidly than they otherwise might.*
3. *Promotional cards, vouchers or incentives providing free or discount drinks which are distributed away from the licensed premises.*
4. *Promotions, for a limited duration, in which cheap alcohol is the enticement for people to consume liquor on the premises and which may encourage the irresponsible consumption of liquor.*
5. *Any labelling or titling of promotions that may encourage patrons to consume liquor irresponsibly and excessively to an intoxicated state.*
6. *The refusal to serve half measure of spirits on request or provide reasonably priced non-alcoholic drinks.*
7. *Any promotion that encourages a patron to consume liquor excessively - "all you can drink offers", "free drinks for women", "free drinks for women all night", "two for one" - and to consume it in an unreasonable time period.*

Staff will discourage and deter patrons from indulging in activities within the Premises that have been identified as being of the kind that are likely to lead to binge or irresponsible drinking of liquor.

Staff are to promote the consumption of non-alcoholic, "light" or low alcohol drinks.

Staff are to encourage the consumption of food by patrons.

Staff are to indicate a willingness to serve half measures of spirits.

## Creating a Safe Environment

The creation of a safe environment within the Premises and the local neighbourhood is a commitment of Imperials Committee.

Within the Football Club patrons are entitled to feel safe and relaxed. Patrons should not be made to feel uncomfortable, embarrassed or threatened by the behaviour of other patrons. It is one of the aims of Imperials Committee 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, residents of houses within the vicinity of the Football Club should not have their peace and quite 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 residents not to be unduly disturbed by patrons' behaviour on or off the Premises.

*Staff* will take reasonable 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.



Imperials Committee will make provision for the engagement of crowd controllers and security personnel (where necessary).

Imperials Committee will arrange for the removal of litter from residential areas surrounding the Football club, if it is established that such litter is directly linked to products sold at the Premises and the established behaviour of patrons of 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 Football Club will be brought to the attention of Imperials Committee who will take reasonable steps to resolve the matter (if possible). All complaints are to be recorded in the appropriate register .

John Ipsen  
President  
Manjimup Imperials Recreation Club  
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