



RESPONSIBLE SERVICE OF ALCOHOL POLICY

INTRODUCTION

Club Willoughby is committed to the responsible service of alcohol. The Club's Responsible Service of Alcohol (RSA) policy aims to prevent underage drinking, intoxication, violent or anti-social behaviour and drink driving.

Club Willoughby is an active member of the Harbourside Liquor Accord which meets to promote and improve safety within the community and prevent alcohol related anti-social behaviour, offences and violence.

OBJECTIVE

The Club Willoughby RSA Policy has two clear objectives:

- 1) To maintain and strive for the highest standards of responsible service of alcohol, ensuring patron and employee welfare and safety are of paramount concern.
- 2) To operate within the guidelines and legislation imposed by the various governing bodies, such as the Department of Liquor & Gaming, NSW Police, the Liquor Act & Registered Clubs Act.

RSA COMPETENCY CARD

All employees involved in the sale, supply or service of liquor must hold a recognised RSA competency card. All team members must undergo training by an approved training provider and provide a copy of either an interim certificate or competency card to the Club for record keeping. RSA refresher courses must be undertaken in accordance with regulatory requirements.

HOUSE POLICY

In line with mandatory license conditions, legislation and our commitment to the safety of our patrons and employee Club Willoughby is dedicated to meeting and exceeding our obligations by:

- Refusing entry to the club to persons who appear to be intoxicated.
- Refusing service of alcohol to persons who appear intoxicated.
- Refusing service of alcohol to persons who are under the age of 18.
- Refusing entry to a club in restricted areas to persons who appear to be under the age of 18 and cannot provide acceptable proof of age.
- Refusing service of alcohol to persons who appear under the age of 18 and cannot provide acceptable proof of age.
- Refusing service to persons who are suspected to be supplying alcohol to persons under the age of 18.
- Removing persons from club premises who appear to be intoxicated.
- Contacting Police if a person refuses to leave the premises when asked by a Club representative. This will acquire an on the spot fine of \$550.00.

In addition to these measures above, Club Willoughby has adopted the following house policy as framework for the responsible service of alcohol. This includes but is not limited to:

- Free water is available at all bars.
- Shots are not served at Club Willoughby.

- Club Willoughby at Venue Managers discretion will not serve jugs of beer or double nips, and the Club will impose a limit of Two drinks per person.
- The Club encourages designated drivers and serves free soft drinks to these drivers.
- All alcohol promotions that result in customers receiving scratch cards have been limited to 1 voucher per person per day.
- All alcohol promotions that result in customers receiving a discount have been limited to a discount of 25% of the full price.
- All alcohol promotions have been limited to a maximum duration period of 3 hours and no alcohol promotions will take place past 9.00pm each night.
- At the Club's discretion, no glass is used in the events room. For major private events, entertainment, and sporting events
- All staff are trained in identifying persons nearing intoxication and have been trained that when a person has been refused service, they are to notify a manager or security to ensure that the refused person is monitored and that all care has been taken to ensure that the person leaves the Club in an appropriate and safe manner
- A critical element of the Club's RSA policy is to ensure its continued participation in our local liquor accord and maintain regular consultation with the local community and Police regarding the safety of the Club premises.
- The Club undertakes monthly internal (self) audits of all liquor signage and promotions to ensure they comply with all legislative requirements.

SECURITY

- Senior management attends regular Liquor Accord meetings and shares any relevant details with the management team.
- The Club has a security guard employed every Friday and Saturday night to ensure that patrons leave our Club in a quiet manner to ensure that our neighbors are not disturbed.
- When the Club has major events, shows or promotions security requirements are assessed and increased where appropriate.
- Club's CCTV network covers all patron-accessible areas and majority of back of house areas. This also includes behind-bar areas looking out into the customer areas.
- The Club maintains an electronic reporting system that allows all incidents, accidents, etc. to be recorded, stored and retrieved.
- The Club follows a "One punch = Expulsion" policy as a deterrent for violent behavior within the Club. This sends a clear message of zero-tolerance policy to violence as often no-one takes responsibility for whom took the first punch.

RIGHTS AND RESPONSIBILITIES

- The Chief Executive Officer, managers, employees and security staff have a statutory responsibility to ensure that patrons do not become intoxicated on the Club premises and to prevent such patrons from entering or remaining on Club premises.
- The Chief Executive Officer, managers, employees and security staff have the right to ask an intoxicated person to leave Club premises; and have the right to refuse to serve alcohol to any person suspected of being intoxicated or becoming intoxicated and have the right to deny entry into the Club's premises, to a person who is intoxicated or becoming intoxicated.
- If asked to leave the club premises, patrons have a statutory responsibility (section 77 of the Liquor Act) to comply with such direction. Failure to leave may result in management contacting the Police for assistance which will potentially lead to a court attendance and a \$550.00 on the spot fine.
- If a person has been refused admission or has been asked to leave the Club premises, the person must not re-enter or attempt to re-enter the Club within twenty-four (24) hours of being refused admission or being asked to leave. They must also move more than 50 meters away from Club premises and not re- enter the 50-meter vicinity of the Club premises within 6 hours. Breaching these laws may result in a \$550.00 fine.

LIQUOR SELF EXCLUSION

Club Willoughby's responsible service of alcohol practices recognise that the vast majority of those patrons who participate in the consumption of alcohol do so as an enjoyable activity but that for some, alcohol consumption causes significant problems. In recognition of this, Club Willoughby offers an alcohol exclusion program and counselling through Club SAFE for any member or guest who feels they have a problem with alcohol.

BREACH OF POLICY

The Club has an obligation to consistently apply and enforce this policy. Likewise, staff must comply with this policy. Any employee that breaches this policy shall be subject to counselling and/or disciplinary action which may include termination of employment.

Policy Date	April 2025	Replaces Version	NA
Approved By	Chief Executive Officer & President of Board of Directors		