

DEVONPORT

COUNTRY CLUB

HOUSE POLICY RESPONSIBLE SERVICE of ALCOHOL

Responsible Service of Alcohol (RSA) refers to the service, consumption and promotion of alcoholic products in a manner that minimises the potential harm that may be caused by alcohol consumption to individuals, their families and the community generally.

1. Devonport Country Club recognises that it is against the law to serve any person to intoxication.
2. Devonport Country Club recognises that it is against the law to serve or supply alcohol to any person under the age of 18.
3. Devonport Country Club recognises that it is against the law to allow intoxicated, disruptive or violent behaviour to occur on the premises.
4. Additionally Devonport Country Club seeks to ensure that no harm comes to patrons as a result of our service of alcohol.

Devonport Country Club strives to foster responsible service of alcohol practices amongst patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

Devonport Country Club's Mission Statement

To properly conduct alcohol related service in a lawful and socially responsible manner, having regard to potential harm and community concerns about alcohol consumption.

Responsible Service of Alcohol – Policies and Measures

Devonport Country Club has adopted the following policies and measures to fulfil its stated RSA commitment:

- Offers a range of drinks on premises. These include a range of non-alcoholic beverages.
- Discourages excessive drinking. The serving of shots & doubles is at Management's discretion.
- Iced water is provided on a complimentary basis on request.
- Seeks to create an environment that discourages drunken, disruptive or violent behaviour.
- Does not seek to encourage rapid or excessive consumption of alcohol through pricing.
- Low alcohol beers and non-alcoholic beverages are stocked and promoted.
- Staff have been acquainted with this House Policy and training to implement it.
- The Club displays all legally required RSA signs.

Under Age Drinking

- Devonport Country Club staff members believe that a person, who is ordering or being supplied alcohol, is under 18 years of age, they will politely request proof of age
- If the person is less than 18 years of age, or refuse to produce identification, staff will refuse service and request the Manager on duty to ask the person to leave Club premises.

Disruptive, Violent or Intoxicated Behaviour

- Devonport Country Club does not allow intoxicated person to enter Club premises.
- If a staff member becomes aware that a person's behaviour is becoming disruptive or violent they will advise the Manager on Duty.
- If the unacceptable behaviour does not cease the Manager on duty will require the person(s) to leave Club premises.
- As a last resort Police will be called to remove person(s).

Refusal of Service

- If a staff member feels that a patron has become intoxicated they will be asked leave.
- If such patrons fail to leave the Police will be called and patrons may be fined.
- The Manager on duty will determine whether or not service should be refused.
- If service is refused the Manager on duty will politely explain to the patron(s) that the Club cannot legally serve alcohol to the point of intoxication.
- Intoxicated Members or Guests will be informed that further service of alcohol is illegal and contravenes the Club's responsible service of alcohol principles.

Devonport Country Club is committed to these principles. All staff have been informed about this policy on responsible service of alcohol and adequately trained to support this policy. Devonport Country Club actively seeks to publicise and promote its position on Responsible Service Practice.

Expectation of Members, Guests and Visitors to the Club

- Treat all staff with respect
- Abide by the House Policy
- At all times obey the law, and conduct themselves in an orderly and appropriate way
- Respect the local amenity particularly when arriving and departing from the area
- Not arrive unduly intoxicated into the area – entry and service will be refused
- Immediately leave the premise when required
- Accept refusal of service and refusal of entry
- Cooperate with the Police and the local Community to improve local outcomes.