

# **Port Bouvard Surf Life Saving Club Inc**

## **Code of Conduct**

### Controlling Intoxicated Persons

Patrons of the Port Bouvard Surf Life Saving Club who are intoxicated or becoming intoxicated will be refused service and will not be permitted to remain on the premises. All responsible servers of alcohol of the Port Bouvard Surf Life Saving Club have the right to refuse service to any patron who is noticeably affected by the consumption of liquor. A decision to refuse a patron will be communicated to all service and security staff.

Refusals will be recorded in an incident register detailing the name of the patron (if known), reason for refusal, date and time, specific signs of behaviour or specific signs of intoxication, any witnesses (both staff and customers) and action taken.

### Controlling Access to the Premises and Liquor by Juveniles

If it is suspected that a juvenile is in the bar area of the Port Bouvard Surf Life Saving Club and does not have a legitimate reason for being there, an authorised person may request that juvenile to provide evidence of their age. The three acceptable forms of photographic identification include a current Australian Driver's Licence, current Passport, or Western Australian Proof of Age Card. If the suspected juvenile cannot provide evidence of their age via one of these forms, then an authorised person may require them to leave the premises.

Under no circumstances will the Port Bouvard Surf Life Saving Club allow the sale, supply or consumption of liquor by juveniles.

### Resolving Complaints from Customers and Residents

The Port Bouvard Surf Life Saving Club is committed to satisfying the needs of its members as well as the local community, whilst fulfilling the requirements of its liquor licence. The Port Bouvard Surf Life Saving Club has regular Committee of Management meetings where members and residents are welcome to attend and voice their concerns. Members and residents are also entitled to submit a formal complaint in writing that will be raised and resolved at a Management meeting.

The Port Bouvard Surf Life Saving Club is committed to ensuring that the surrounding local community is not adversely affected by the service of the Club, and will work with local health and licensing authorities to ensure that the Club facilities are meeting the needs of the local community.

The Port Bouvard Surf Life Saving Club will encourage all patrons to respect the rights of neighbours, and not to disturb the amenity of the local area.

### Patron Care and Responsible Service of Alcohol Practices

The Port Bouvard Surf Life Saving Club encourages its patrons to consume alcohol responsibly. The Port Bouvard Surf Life Saving Club discourages the consumption of alcohol which results in intoxication and drunkenness and/or disruptive, offensive, aggressive or dangerous behaviour.

The Port Bouvard Surf Life Saving Club is committed to ensuring that its members and staff enjoy a safe and secure environment, and recognises that it must take reasonable care to avoid injuries as a result of service of alcohol to its patrons. In recognition of the Port Bouvard Surf Life Saving Club's legal and social obligations, the Club has established and developed detailed protocols to ensure that its obligations are met.

In accordance with the guidelines of the Liquor Control Act 1988, there will be an approved Manager on site at all times liquor is served. All servers of alcohol will be trained in the Responsible Service of Alcohol Course. A training register and copies of certificates are available upon request. Staff will receive regular training to monitor and manage the consumption of alcohol on its licensed premises. The Port Bouvard Surf Life Saving Club is also committed to providing patrons with information about responsible consumption of alcohol and legal requirements.

The Port Bouvard Surf Life Saving Club's Constitution enables the Committee of Management the full power to suspend or expel any member of the Club in the event of that member behaving in a manner likely to impair or affect the enjoyment of the Club by other members. The mode of suspension or expulsion is contained in the Club's Constitution, as well as the member's right of appeal.

Any member of the public that is not a member, bona fide visitor or a guest of a member of the Club will not be allowed entry or service to the licensed area, and will be asked to leave the premises.

The Port Bouvard Surf Life Saving Club, through its Committee of Management, will set and maintain dress and behaviour standards. Dress standards will be clearly advertised and displayed in the bar area. Non-compliance with the dress standards may result in refusal of entry to the Club premises.