

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

## Staff Training

The Port Bouvard Surf Life Saving Club will ensure that all staff and volunteers are suitably trained and receive regular training updates from the Committee of Management. Only trained personnel will be permitted to serve or supply alcohol.

Responsible service of alcohol and harm minimisation strategies by the Club will be communicated to members and staff with the full expectation that a consistent high standard of service is maintained.

## Responsible Service of Alcohol Practices

Responsible Service of Alcohol strategies at the Port Bouvard Surf Life Saving Club include:

- Provision of snacks and light meals;
- Provision of tea and coffee;
- Non-alcoholic and low-alcoholic beverages;
- Standard drinks;
- Effective transport of patrons;
- Provision of free drinking water;
- Security staff;
- Patron education;
- Staff training;

The Port Bouvard Surf Life Saving Club will actively demonstrate its responsible service of alcohol strategies, and will educate members and the local community through the display of appropriate signage on the licensed premises.

The Port Bouvard Surf Life Saving Club will not advertise, promote or serve alcohol at junior events or activities, and will provide alcohol-free social events for young people and families. Juveniles and intoxicated persons will be refused service and asked to leave the premises. Service staff are trained to identify signs of intoxication, and have the right to refuse service to any person.

The Port Bouvard Surf Life Saving Club will endeavour to ensure that a safe transport option is organised for intoxicated persons. The Port Bouvard Surf Life Saving Club will take every action necessary to handle complaints from the local community.

The Port Bouvard Surf Life Saving Club will allocate responsible personnel to respond to complaints from the community, and ensure that all personnel follow Club complaint procedures.

The Port Bouvard Surf Life Saving Club will review the Club Rules in accordance with the Constitution guidelines, and will develop procedures to maintain the integrity of the Club and its members.

## Disclaimer

The House Management Policy, Code of Conduct and Management Plan is required at the direction of the Director of Liquor Licensing. The policy statements as developed by the Port Bouvard Surf Life Saving Club Inc are simply a guideline of how Management will fulfill their obligations with respect to the Liquor Control Act 1988 as amended. Matters in the policy statements shall not be construed to be admissible as evidence and in no way makes the licensee, its representatives, employees or connected persons in any way liable for any breach of their contents.