



SOUTH CAIRNS SPORTS CLUB HOUSE MANAGEMENT POLICY

INTRODUCTION

This House Management Policy is to ensure that all staff are trained and accredited and to maintain our obligations with Responsible Service of Alcohol, along with awareness and understanding of this policy & to ensure full compliance with the Queensland Liquor Act 1992, Regulations 2002 and all local and state governments. This policy incorporates the Risk Assessment Management Plan (RAMP).

POLICY WILL BE USED FOR:

- Training and awareness of staff/volunteers to become aware of the venues compliance obligations. All staff/volunteers will acknowledge their understanding and agreement to comply with this policy. A copy of their acknowledgment will be kept in the venues electronic training register.
- A copy of this document will be available upon request.
- All records and incident registers must be maintained and kept on file

HOURS OF TRADE

As stated from License Document: **84175**

Main Premise:	South Cairns Sports Club: 57-79 Roberts Road, Edmonton, QLD, 4869
Licensed area description:	The 2 storey club house on the northern side and the Sports Club on the southern side including the fenced grassed area around the oval with the exception of the oval and car park located at 57-79 Roberts Road, Edmonton.
Trading hours:	10.00am to 1.00am Monday-Sunday (Excluding Christmas Day, New Year’s Eve, Good Friday, Anzac Day, trading hours of which are prescribed in the Liquor Act 1992).
Standard Condition(s):	LL291: Liquor may be sold or supplied only whilst the premises adheres to its principal activity of the provision of facilities and services to the clubs members and the achievment of the clubs objectives LL004: Liquor may not be sold for consumption off the licensed premises after 12 midnight or be taken away from the premises after 12.30am.
Specific Condition(s):	5062876: Noise emanating from entertainment, music or related activities inside the 2 storey club house on the northern side must not exceed 95dB (C), fast response, when measured approximately 3 metres form the source of the noise. 5062893: Except for the purpose of ingress and egress, all doors and windows are to be kept closed whenever entertainment or music is in progress at the 2 storey club house on the northern side. 5062946: Noise emanating from music, amplified entertainment and patron noise from within the Sports Club on the southern side must not exceed the following, fast response, when measured approximately 3 metres away from the source of the noise. Before 10pm: 90dB (C). After 10pm: 81dB (C). 5062975: Noise emanating from music, amplified entertainment and patron noise from the external deck of the Sports Club on the southern side must not exceed 75dB (C), fast response, when measured approximately 3 metres from the source of the noise.

MINORS

No person under the age of 18yrs may be on the premises after 10pm unless in the company of a parent or legal guardian whilst attending a function that permits minors to attend, (Please note that not all functions are available to minors, due to the content and theme of the function).

Minors are permitted on the premises prior to 10pm on the condition they are in the company of and under direct supervision of a parent or guardian at all times.

Adults found supplying alcohol to minors in the licensed areas will be asked to leave the club

All staff are trained in Checking ID and will be asking if appear under 25yrs of age, they must provide acceptable proof of age. These are current Australian Drivers Licence, Australian Government proof of age card (18+), any current passport or Victorian Key Pass.

MINORS ARE NOT PERMITTED

- To consume alcohol or be supplied alcohol at any time
- To be seated at any bar throughout the premises.
- In the Gaming Room or areas set aside for the purpose of wagering
- To be left unsupervised. They must be supervised by their parent or guardian at all times.

PATRON BEHAVIOUR

The Venue will take all reasonable steps to control the behaviours of patrons, whilst in and around the premise. Management and Security have the right to refuse service to anyone at anytime, particularly if they believe the safety of others may be at risk. Customers that continue to act in an unruly, disorderly manner will be referred to Queensland Police and may be subject to on the spot fines.

- Intoxicated or disorderly patrons will be refused entry to all areas of the premises
- Intoxicated or disorderly patrons will be refused service and removed from the premises immediately.
- Patrons deemed unruly intoxicated will be refused all alcohol services and use of Gaming, such customers will be offered water & a taxi called if required.

The Venue does not tolerate customers that harass, discriminate or assault staff or other club patrons and will be removed and banned from the club.

PROHIBITED ITEMS

- It is an Offence for any person wearing or carrying a “prohibited item” to enter the club (Prohibited Item - means any item of Clothing or jewellery or an accessory that displays):
 - the name of an identified organisation; or
 - (“An Identified Organisation” – is an entity declared to be an identified organisation under the Criminal Code definition of “an identified organisation”, which currently includes the following motorcycle gangs):
 - the Bandidos, the Black Uhlands, the Coffin Cheaters, the Comancheros, the Finks, the Fourth Reich, the Gladiators, the Gypsy Jokers, the Hells Angels, the Highway 61, the Iron Horsemen, the Life and Death, the Lone Wolf, the Mobshitters, the Mongols, the Muslim Brotherhood Movement, the Nomads, the Notorious, the Odins Warriors, the Outcasts, the Outlaws, the Phoenix, the Rebels, the Red Devils, the Renegades, the Scorpions.
 - the club patch, insignia or logo of an identified organisation, (i.e. the club “colours”);
 - any image, symbol, abbreviation, acronym or other form of writing that indicates membership of, or an association with, an identified organisation, including –
 - the symbol “1%”;
 - the symbol “1%er”;
 - any other image, symbol, abbreviation, acronym, or other form of writing prescribed under a regulation for this paragraph.

SIGNAGE

- The House Policy must be displayed at entrance to the premises to ensure customers are aware of conditions of entry including dress code and expectations of their behaviour.
- A minimum of two LLD approved RSA signs must be prominently displayed in all bars.

RESPONSIBLE SERVICE OF ALCOHOL

- South Cairns Sports Club is committed to proactive management.
- Fully supports staff that practise and enforces RSA.
- Fully supports the decision of any staff member or crowd controller to enforce RSA policies and procedures and will not override any decision to refuse service to any patron.
- Ensure that an RSA Incident Register is readily available in all bar areas. Requires all staff to record in the RSA Incident Register and that management sign off on all entries made.
- All front of house staff and management are trained and accredited in "Responsible Service of Alcohol" (SOA).
- Regularly reinforces and improves upon RSA principles & practises.
- Maintains a register and copy of all staff RSA (SOA).
- Regularly conducts ongoing in-house RSA Refresher training, delivered via Talent LMS Online. Training app; which all training is recorded, documented and filed at the venue.
- Maintain an incident register to document and record refusal of service to minors, customer behaviours and evictions.
- All staff and management are aware of their obligations under the Queensland Liquor Act 1992 and the Regulations 2002.
- All staff and management are aware of Duty of Care including drink spiking, violence and harassment policies and issues.
- All staff and management are aware that they are not permitted to serve or allow minors to consume or be supplied with alcohol on the licensed premises at any time.
- Ensure all contracted or employed security is fully licensed and endorsed under the Queensland Security Act 1993 and accredited in RSA.
- Ensure all staff is fully aware of fire and emergency plans.
- Will only supply alcohol in the standard measured quantities. Shooters, shots and promotions encouraging binge drinking will not be provided.
- Free water will be provided upon request and light or low alcohol drinks will be encouraged via pricing and point of sale.
- South Cairns Sports Club will consider the amenity of its neighbours and the safety of its patrons at all times.
- Engage only in promotions that promote Responsible Service Practices and will not encourage rapid or excessive consumption of alcohol.
- Operates closed circuit TV in all high risk areas, capturing & recording all images. These will be retained for 28 days and a disc of images will be provided to Office of Liquor, Gaming & Regulations and or Queensland Police as required.
- A dress code is part of the conditions of entry and conditions clearly advised at point of entry.
- Will ensure the noise levels stay within the Liquor Licensing Authorities decibel limit requirements.
- Will maintain a high level of cleanliness and tidiness for the club property and the surrounding areas.
- Entry to these premises is conditional on complying with, but not limited to the contents of this policy.
- By entering these premises you are agreeing to the House Policies set down by the Venue.

MEMBERSHIP & VISITOR POLICY

Under the guidelines, Queensland Liquor Act 1992 under a Community Club License South Cairns Sports Club adopts the following House Policy for Members, Sporting participants and Bona Fide visitors.

Bottle Shop Purchases:

- Financial Members of South Cairns Sports Club
- A Bona Fide visitor

Entry to Club Facilities:

- Financial member of South Cairns Sports Club
- An interstate or overseas visitor
- A person attending a function on the premises
- A Bona Fide visitor

All patrons entering the club must produce approved identification upon request. This is also required under the Anti-Money Laundering and Counter – Terrorism Financing Act 2006 as South Cairns Sports Club provides designated gambling services. Therefore no winnings will be paid until staff sight a South Cairns Sports Club financial membership card or a sign in slip after 11 pm. Refer to Austrac Program for other acceptable forms of ID.

We hope you enjoy your time here at South Cairns Sports Club and if you have any concerns regarding this policy please feel free to contact the General Manager / AML/CTF Compliance Officer , E: manager@southcairnssportsclub.com.au or P: 07 40452 107.

