



KIRRIBILLI CLUB

## HOUSE POLICY

### Responsible Service of Alcohol (RSA)

- All staff are trained in The Responsible Service of Alcohol (RSA);
- An RSA Register is kept by Management;
- The Club constantly reinforces RSA principles and practices in every day trade;
- The Club management support staff who practice and enforce RSA;
- A register is kept of all RSA incidents and relevant action taken.

### Minors

- Minors will not be served at any alcohol dispensing point (regardless of product) and under no circumstances served alcohol at any time;
- Individuals procuring alcoholic drinks for minors will be removed from the premises;
- All patrons are required to provide acceptable evidence of age where there is any doubt, they are under 18;
- Staff are trained in what constitutes acceptable evidence of age under the NSW Liquor Act;
- The Club management support staff who practice and enforce ID checking;
- A non-exempt minor must always remain in the company of a parent or guardian.

### Unduly Intoxicated & Disorderly Patrons

- All staff are trained in identifying signs of undue intoxications;
- Unduly intoxicated patrons will not be served alcohol;
- The Club management support staff who do not serve unduly intoxicated patrons;
- Unduly intoxicated patrons can be offered alternatives (e.g.: offering of water, coffee, snack)
- Unduly intoxicated patrons refusing assistance or instruction by staff will be asked to leave the premises;
- A taxi or Uber can be called for unduly intoxicated patrons, to take them home safely;
- All staff actively monitor levels of undue intoxication of all patrons;
- The Club does not support binge drinking or irresponsible consumption practices;
- The Club seeks to meet its duty of care obligations to all patrons;
- Patrons using foul language, acting in a rude, aggressive, abusive or violent manner towards staff or patrons will be removed from the premises.

### Staff Training

- The Club encourages staff to be trained efficiently and effectively for their job;
- The Club ensure all staff are Responsible Service of Alcohol trained;
- All staff have signed off and agree to work according to this published House Policy;
- A register is kept ensuring all staff have read and understood the House Policy.

### Promotions

- Free liquor and multiple quantities of liquor are not promoted in the premises;
- The Club does not heavily discount or offer free alcohol to encourage its rapid consumption;
- The Club does not promote or tolerate activities that encourage harassment of patrons or staff;
- Responsible Hospitality Practices are always adhered to.



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#### **Kirribilli Club .....**

- *Will Provide water free of charge to all patrons;*
- *Provide information and assistance with transport options;*
- *Sell light and mid-strength beer options at cheaper prices than full strength;*
- *Promote awareness of drink spiking issues;*
- *Encourage patrons to monitor and control their consumption of liquor;*
- *Deter patrons from rapidly and excessively consuming liquor;*
- *Supply liquor in standardised and recognisable quantities;*
- *Serve half measures of spirits if requested; and Serve Straight nips of premium spirits only following individual case assessment.*

#### **Kirribilli Club Will Not**

- *Will Not Serve double spirit nips in any size glass;*
- *Serve "Shots" or "Shooters" of any type or form;*
- *Serve jugs of spirits;*
- *Serve cocktails that exceed more than 60mls of total spirits;*
- *Mix beers of varying strengths in the same glass;*
- *Serve multiple drinks in the same glass;*
- *Add any product to a pre-mixed alcoholic beverage that would alter in any way its labelled alcohol volume.*

#### **Responsible Conduct of Gaming**

- *All gaming staff are trained in Responsible Conduct of Gaming (RCG).*
- *The Club properly conducts gambling services in a lawful and socially responsible manner, having regard to potential harm and community concerns about gambling.*
- *We actively promote responsible gambling practices, including clearly displayed signage and brochures that outline the risks of gambling and information on problem gambling helplines and support services. In addition, we train our staff members to identify and assist customers who may be experiencing problem gambling behaviours.*
- *We strictly enforce a policy that prohibits minors (persons under 18 years of age) from participating in any gambling activities within our premises. We have implemented age verification procedures at entry points and clearly display age restriction notices throughout our premises to ensure compliance with this policy.*
- *The Club offers a voluntary self-exclusion program to members and patrons who wish to limit or suspend their gambling activities. We provide clear and easily accessible information on how to set personal limits on deposits, losses, and session durations. Our staff undergo regular training to support customers who request assistance in setting limits or self-exclusion.*
- *We are dedicated to complying with all relevant laws and regulations related to responsible gambling.*



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### Noise, Safety and Amenity

- *We respect our neighbours and ask you to respect them too;*
- *We monitor entertainment and patron noise to comply with all prescribed noise levels;*
- *We scrutinise behaviour in and around the vicinity of the premises;*
- *We maintain an incident register recording all incidents on or around the premises;*
- *We can organise taxis or Uber or if you require transport;*
- *We have provided appropriate lighting around the venue for your comfort and safety;*
- *We have a fire safety plan, which is maintained and reviewed on a regular basis.*

### Consultation with the Community and Key Stakeholder Groups

- *We are an active member of Clubs NSW, our peak industry body;*
- *The Club regularly attends local licensee forums and meetings;*
- *The Club actively participates in community events and forums;*
- *We pride ourselves on being a responsible local community citizen.*

### Compliance with Laws

- *We comply with all mandatory laws including NSW Liquor Act 1990*
- *Anti-Discrimination Act 1977*
- *Security Industry Act 1997;*
- *Work Health and Safety Act 1995;*
- *Industrial Relations Act 1996;*
- *Workers Compensation Act 1987;*
- *Food Act 2003;*
- *Local by-Laws outlined by Local Government*

We comply with all laws which enable us to engage in good business practices; and we have a comprehensive risk management process, which engages with all aspects of our business.



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