

# PORT MACQUARIE HASTINGS HOCKEY ASSOCIATION

## POLICY ON ALCOHOL MANAGEMENT AND SERVICE

### Introduction

PMHHA have developed this policy to maintain the highest standards of responsible alcohol service and patron welfare.

### Business Philosophy

PMHHA endeavours to create an environment which is safe and enjoyable for our member clubs, their members, their families and supporters, and our staff and volunteers. We are committed to providing an enjoyable experience and will serve our customers in a friendly, professional, respectable and responsible manner.

### Target Market

Our primary target market is the adult playing group of Hockey players,

Our secondary target market is the supporter / non-playing persons that visit Port Macquarie Hockey Facility to watch family and friends,

### Responsible Service of Alcohol (RSA)

It is the legal duty of PMHHA to ensure that alcohol is served responsibly, and that we comply with all legislation affecting service to our customers;

- All bar staff must be NSW RSA trained and in-date, prior to serving alcohol,
- An RSA register must be maintained by PMHHA management, and
- PMHHA and Bar Management reinforce RSA principles and practices when we trade alcohol.

### Serving of Alcohol

- Alcohol will be served according to the legal and moral requirements of PMHHA's Liquor License and relevant policies. The safety and wellbeing of our members, their families and supporters and all other persons at the facility being our highest priority,
- PMHHA will maintain a current appropriate Liquor Licence,
- Only RSA trained servers will serve alcohol,
- Bar servers do not consume alcohol when on duty,
- PMHHA does not encourage excessive or rapid consumption of alcohol,
- The primary means of sale of alcohol will be via pre-packaged standard drinks to avoid shots and over-pouring,
- The secondary means of sale of alcohol will be via "draught beer" (on-tap) or a glass of wine. When draught beer, or wine from a bottle / cask is served, it will only be served in those sizes that are deemed as a normal size in NSW, eg a 'schooner' of beer, 100ml wine serve.
- The Liquor License and all legal signage, including standard drink measures and sizes, will be displayed at and around the point of sale of alcohol.

### Responsible Hospitality Practice

- Water will be provided free of charge,
- Food will be available during trading hours,
- Light beer options will be available at cheaper prices than full strength beer,
- Patrons will be encouraged to monitor and control their consumption of alcohol,
- Patrons will be deterred from rapidly and excessively consuming alcohol,

- Alcohol will be supplied in standardised quantities that can be recognised by patrons,
- Spirits and liqueurs will not be stocked by PMHHA for sale in shot or shooter form, nor as a drink to be consumed straight, on-ice, or with a mixer. On pre-arranged occasions, PMHHA may stock and mix a cocktail for a theme night or other such special event such as a margaritas for a 'Mexican themed' function,
- Any drinks with an excessively high alcohol content will not be served or available,
- "Last drinks" will be called fifteen (15) minutes prior to the closing of an event.

## Alternatives to Alcoholic Beverages

- PMHHA recognises that alcohol is not the only canteen / kiosk / bar revenue stream available,
- PMHHA will actively encourage the sale of alternative products to that of alcohol,
- Tap water is always provided free of charge,
- At least four non-alcoholic drinks and one low-alcoholic drink option will always be available at the bar point of sale and will always be cheaper than full strength drinks, and
- Food will be available when the bar is open.

## Minors

- Persons under the age of eighteen (18) will not be allowed to purchase or consume alcohol whilst in the confines of the Port Macquarie Hockey Facility (PMHF); this includes all land known as Lot 1 DP 1095319, 30 Hockey Place Port Macquarie,
- Minors are not permitted to remain at or within the designated serving area, nor be served food or a non-alcoholic drink, in accordance with the Licence conditions,
- Individuals procuring alcoholic drinks for minors will be removed from the premises and may face disciplinary and police action,
- All patrons are required to provide acceptable evidence of age when there is any doubt that they are under eighteen (18) years of age when they are consuming or purchasing alcohol,
- All staff are trained in what constitutes acceptable evidence of age under the Liquor Act, and
- All staff practice and enforce ID checking.

## Intoxicated & Disorderly Patrons

- If persons are intoxicated or disorderly, they will not be permitted entry to PMHF,
- Patrons who are behaving in a disorderly, violent or quarrelsome manner, or are showing signs of intoxication will be refused service and asked to leave PMHF,
- PMHHA reserve the right to define "intoxication and signs of intoxication" for the purpose of this policy,
- Servers will follow RSA training procedures when refusing service,
- If a patron does not leave the premises on request, Police will be contacted,
- All staff are trained in identifying signs of intoxication,
- PMHHA Management will support our Bar Staff who refuse service to patrons showing signs of intoxication,
- A Taxi can be called for patrons showing signs of intoxication to take them home safely,
- PMHHA Management, Management of Member Clubs, and all individuals are encouraged to monitor alcohol consumption and levels of sobriety of all patrons,
- PMHHA Management, Management of Member Clubs, and all individuals are obliged to inform the Licensee and / or Duty Manager when they make a decision to refuse service of alcohol to a patron to ensure consistency,
- All ejected patrons must speak with the Licensee before being allowed to return to the premises,

- Management do not support drinking practices which foster a culture of binge drinking or encourage irresponsible consumption practices, and
- Management seeks to meet its duty of care obligations to all patrons.

## Safety and Security

- PMHHA is dedicated to the safety and security of everyone who enters, works or volunteers at the PMHF. PMHF is well lit with ablutions available for all patrons,
- PMHHA management are always available and are responsible for the facilitation of in-house policies and adherence to guides issued by, *inter alia*, Good Sports, HNSW, and Hockey Australia relating to community sporting organisations and the consumption of alcohol,
- All PMHHA Committee members along with the Licensee, have the authority to enforce this alcohol management policy and any noncompliance with regard to Licensing Laws. Discrepancies and alcohol management will be handled according to the following process:
  - Explanation of the policy to the person/people concerned, including identification of the section of policy not being complied with,
  - Continued non-compliance with the policy will be handled by at least two committee members who will use their discretion as to the action taken, which may include asking the person / people to leave the function or PMHF,
  - All beverages both alcoholic and non-alcoholic will be served in non-glass containers such as cans or plastic cups, and
  - An incident register will be kept on premises as a record with full details of incidents involving patrons, staff and security in and around our premises.

## Staff Training

- PMHHA encourage staff to be trained efficiently and effectively for their jobs. All volunteers are supported fully by PMHHA and they may be eligible for reimbursements for associated costs upon application,
- PMHHA will ensure all alcohol related staff are RSA trained and fall under the direction of the Licensee,
- Staff will be trained to encourage patrons to use the recycling containers located around the premises to ensure an environmentally friendly and clean facility for all users.

## Promotions

- PMHHA is committed to engaging only in promotions that encourage responsible consumption of alcohol,
- Free liquor and large multiple quantities of liquor will not be served,
- Heavily discounted or free alcohol will not be offered that encourages excessive drinking,
- PMHHA Management will not promote or support activities that encourage harassment of members, their families and supporters or our staff, and
- PMHHA will strive to provide patrons with a relaxing, entertaining and enjoyable environment which encourages repeat patronage in a friendly and safe manner.

## Noise Management

- PMHHA management and Bar Staff shall monitor noise levels throughout trading hours to ensure that there is no excessive noise emanating from the hockey facility,
- PMHHA respect our neighbours and the expectation is that our patrons respect them too,
- PMHHA have the authority to scrutinise behaviour in and around the vicinity of the premises and may act on any untoward behaviours that are not inline with our policies or procedures,
- An incident register recording all incidents on or around the premises will be maintained by PMHHA,
- Taxis can be organised if transport is required,
- We have provided lighting around the venue for patron comfort and safety.

## Bring Your Own (BYO) Policy

- No member, spectator, or other persons are permitted to bring their own alcohol or consume their own alcohol on the grounds of the facility whilst the Liquor License of PMHHA is in operation,
- Persons, teams or clubs may be subject to “corkage” should they be found in possession of alcohol whilst the licence is in operation,
- Persons, teams or clubs may also be subject to disciplinary proceedings for failing to comply with PMHHA policy,
- Refusal to remove BYO alcohol from the licenced area may result in sanctions against persons, teams, or clubs,
- *PMHHA does allow BYO during those times that the license is NOT in operation. Members consuming alcohol during these times are still subject to the reasonable consumption of alcohol as prescribed by NSW laws and regulations. All PMHHA, HNSW, HA codes of conduct, behaviour and other applicable policies remain extant. Patrons of PMHF may also be subject to any sanctions imposed by the land owner – Port Macquarie Hastings Council.*

## Definition of Staff

For the purposes of this policy; the terms “staff”, “PMHHA Management”, “Bar Staff” and other such similar terms may include the licensee, Bar Manager, any servers at the bar, any of the elected PMHHA Management Members, any of the appointed PMHHA Management Members, security staff or any other such member that could be reasonably assumed to have the authority to act on behalf of PMHHA; either in a paid or unpaid capacity.

## Policy Display and Revision

- A copy of this policy shall be available in the Bar area at all times. The most up to date version can be found on PMHHA’s website, and
- To ensure this policy continues to be relevant for operation, and that it reflects both community expectations and the provisions of the Liquor Control Reform Act, the policy will be reviewed annually.