



## University of Western Australia – Club Management Policy

On Behalf of the Department of Racing, Gaming & Liquor  
Government of Western Australia

# Policy

## Harm Minimisation

[as amended on 1 March 2009]

**Disclaimer:** This Policy Guideline is designed to provide accurate and authoritative information in regard to the subject matter covered, and with the understanding that the UWA Operations Manager is not passing legal opinion or interpretation or other professional advice. The information is provided on the understanding that all persons undertake responsibility for assessing the relevance and accuracy of its contents.

### ***Introduction***

Alcohol is no ordinary substance. It has the potential to cause harm if served or consumed in an irresponsible manner. As such, it is as a consequence of this that the sale, supply and consumption of liquor need to be carefully regulated.

In this context, one of the primary objects under section 5(1) of the *Liquor Control Act 1988* ('the Act') is;

*“to minimise harm or ill health caused to people, or any group of people, due to the use of liquor”*

Section 64(3) of the Act also empowers the licensing authority to impose conditions on a license that are in the public interest and reflect local issues. Those conditions are primarily aimed at ensuring that liquor is sold and consumed in a responsible manner.

In view of these legislative requirements, there is a need for licensees to demonstrate a strong commitment to the way in which their premises are being managed. For this reason, applicants and licensees under the Act need to demonstrate to the licensing authority that:

- liquor will be sold and consumed in a responsible manner; and
- harm or ill health caused to people or any group of people, due to the use of liquor will be minimised.

Accordingly, on the receipt of any licence under the Act the recipient (and anyone working directly under said licence) is required to meet the statutory requirements in respect of the license, but will also be required to address the principles of harm minimisation.

### ***Sections of this Document***

- House Management Policy
- Code of Conduct
- Management Plan

## House Management Policy

The license held by the University of Western Australia Hockey Club (hereafter referred to as “the Club”) will be run in accordance with the laws governing the responsible service of alcohol. The Club will strive to create a happy and safe environment for all patrons at all times.

## Code of Conduct

- 1. Commitment to controlling intoxicated persons**
  - 1.1. The Club will not serve any person whom they believe to be heavily intoxicated (within the discretion of the trained staff members)
  - 1.2. Should the eventuality arise, heavily intoxicated persons will be asked to leave the premises (staff to arrange transport services should the need arise)
  - 1.3. In the event that section 1.2. is not successful the Police will be called
- 2. Commitment to controlling access to liquor by juveniles**
  - 2.1. Staff will invigilate to make sure that identification is visually confirmed before alcohol is served
  - 2.2. Management reserves the right the visually confirm identification at any time
- 3. Commitment to resolving complaints from customers and residents**
  - 3.1. Customer complaints will be directed to the approved manager. Any complaint that cannot be settled on the spot will be referred to the UWA Hockey Board of Directors who will address any issue at their earliest convenience
- 4. Commitment to patron care**
  - 4.1. The Club is 100% committed to its harm minimisation strategies. These strategies encourage the availability of food, non-alcoholic products, staff training, effective transport for patrons, and discourage disorderly behaviour (please see “Management Plan” below for detailed strategies)

## Management Plan

The Management Plan confirms that the licensee and approved manager/s have: successfully completed the approved Short Course in Liquor Licensing.

- 1. Staff training**
  - 1.1. All staff members will complete the “Responsible Service of Alcohol” course
    - 1.1.1. Certificates will be kept behind the bar at all times
  - 1.2. Any staff member wanting to complete the “Approved Manager” course will be provided the opportunity to do so
- 2. The display of responsible service posters on the licenced premises**
  - 2.1. Every effort will be made to display the responsible service posters in plain view of patrons
  - 2.2. Cleaners will be notified that these should not be removed
- 3. The practices adopted to control juveniles on the licenced premises**
  - 3.1. All alcohol containers will be quickly thrown away so as to limit the exposure of juveniles
  - 3.2. All unsupervised juveniles will be asked to leave the service area
- 4. The manner in which intoxicated patrons are refused service and managed**
  - 4.1. The Club will not serve any person whom they believe to be heavily intoxicated (within the discretion of the trained staff members)

- 4.2. Should the eventuality arise, heavily intoxicated persons will be asked to leave the premises (staff to arrange transport services should the need arise)
- 4.3. In the event that section 1.2. is not successful the Police will be called

**5. The procedures in place to respond to complaints and protect the amenity of the area.**

- 5.1. Customer complaints will be directed to the approved manager. Any complaint that cannot be settled on the spot will be referred to the UWA Hockey Board of Directors who will address any issue at their earliest convenience
- 5.2. The amenity of the licensed area and surrounds will be a high priority for any staff member
  - 5.2.1. Every effort will be made to keep the clubrooms and surrounds in good condition
    - 5.2.1.1. Where 'good condition' means free of rubbish and refuse, safe for unattended minors and safe for all patrons

This Management Plan is not an exhaustive list as it is (and should be) a fluid working document that responds to changes in the manner of trade and changes in patron needs and behaviours over time.