



## **Uh Oh Spaghetti-O House Policy**

### **Responsible Service of Alcohol:**

- All front of house staff will be trained in RSA
- A register and copy of Statements of Attainments By Staff are kept by management
- Management constantly reinforce RSA principals and practices in every day trade
- Management support staff who practice and enforce RSA learning
- Management actively encourage all patrons to purchase a meal with their drinks where applicable.

### **Minors:**

- Minors will not be served alcohol
- Individuals procuring 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 25 years of age
- All staff are trained in what constitutes acceptable evidence of age under the *Liquor Act 1992*
- Management support staff who practice and enforce ID checking
- ID will be scanned for all patrons after 10pm Fri-Sun
- Minors are not permitted on premises at any time during trade, unless they are accompanied by a parent or legal guardian.

### **Unduly Intoxicated & Disorderly Patrons:**

- All staff are trained in identifying signs of undue intoxication
- Unduly intoxicated patrons will not be served
- Management support staff who do not serve unduly intoxicated patrons
- Unduly intoxicated patrons will be asked to leave the premises
- A taxi can be called for unduly intoxicated patrons, to take them home safely
- All staff actively monitor levels of undue intoxication of all patrons
- Management do not support drinking practices which foster a culture of binge drinking or encourage irresponsible consumption practices
- Management seeks to meet its duty of care obligations to all patrons
- Jugs of spirits are not permitted at any time.
  
- Shots, shooters or drinks served "neat" are permitted prior to midnight only.

### **Security:**

- All crowd controllers will wear ID as required by the Security Providers Act 1993
  
- Management only employs crowd controllers licensed under *Security Provider Act 1993*
- A register and copy of current licences of crowd controllers are kept by management
- All crowd controllers are trained in the Responsible Service of Alcohol (RSA)
- A register and copy of Statements of Attainments for RSA are kept by management
- Crowd controllers will ask unduly intoxicated patrons to leave the premises if required
- Crowd controllers will organise taxis for unduly intoxicated patrons to go home safely

- All crowd controllers act respectfully towards patrons at all times
- Crowd controllers do not use excessive force in removing patrons
- CCTV is operational at entries and exits on the premises and throughout the club
- Crowd controllers will regularly monitor inside and outside the premise including laneway

#### **Staff Training:**

- Management encourage staff to be trained efficiently and effectively for their job
- All staff have signed off and agree to work according to this published House Policy
- A register is kept to ensure all staff have read and understood the House Policy
- Regular staff meetings are held to ensure staff are kept informed of changes in the industry
- Records are kept of all meetings attended by staff
- Uh Oh Spaghetti-O at all times will provide adequate staff to service needs of patrons

#### **Promotions:**

- Free liquor and multiple quantities of liquor are not promoted off the premises
- Management do not heavily discount or offer free alcohol to encourage drinking for drinking's sake
- Management do not promote activities that encourage harassment of patrons or staff
- Management will promote the amenities of the venue
- We strive to provide patrons with a relaxing, entertaining and enjoyable evening which encourages their patronage
- Management and staff are here to ensure patrons have a good time, one which they remember, and are pleased to return to have again

#### **Responsible Hospitality Practices:**

- We provide water free for patrons and bottle of water at a reasonable price to all patrons
- We sell light or mid-strength, and non-alcoholic options as a full strength drink alternative.
- We will actively promote awareness of responsibility drinking.
- We encourage you to monitor and control your consumption of liquor
- We will deter you from rapidly and excessively consuming liquor
- We will supply liquor in standardized quantities that can be recognized by you
- We will serve half measures of spirits if requested

#### **Noise 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 scrutinize behaviour in and around the vicinity of the premises
- We maintain an incident register recording all incident on or around the premises
- We have provided appropriate lighting around the venue for patrons 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:**

- Management regularly attend local licensee forums and meetings
- Management actively participate in community events and forums
- We pride ourselves on being a responsible community citizen in the local business community

#### **Compliance with Laws:**

- We comply with all mandatory laws including-

-Liquor Act 1992

-Anti-Discrimination Act 1991

-Security Providers Act 1993

- Workplace Health & Safety Act 1995
- Industrial Relations Act 1999
- Workers Compensation and Rehabilitation Act 2003
- Food Act 1981
- Fire & Rescue Service Act 1990
- Local by-laws outlined by Local Government