



# Liquor License House Policy

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## Document Control

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## Version Control

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# Introduction

Belmont City Football Club Inc (the Club) is a not-for-profit Association, registered to participate in association football (soccer) competitions organised by Football West, the Football Federation of Australia or other appropriate bodies. Sale of food, snacks and alcoholic and non-alcoholic beverages at the Clubhouse allows the Club to raise funds to cover the expenses and allow for further investment in, and development of the sporting teams and equipment at the club.

Belmont City Football Club is committed to ensuring responsible service of alcohol in full support and compliance with the Liquor Control Act 1988, to minimise harm or ill-health caused to people, or any group of people, due to the use of liquor.

All office bearers, members, employees, coaches, players and patrons of the Belmont City Football Club are encouraged to read, and are expected to abide by this Liquor License - *House Policy*, which consists of:

- House Management Policy
- Code of Conduct
- Management Plan

The Club reserves the right to suspend, or terminate the membership of any of its members deemed to be in breach of its Liquor License House Policy and eject any persons violating its rules and policies.

# House Management Policy

All members of Belmont City Football Club have a duty to ensure management and operation of the licensed premises in a responsible, friendly and professional manner to the satisfaction of customers, members and patrons, and to minimise harm or ill health due to the use or consumption of liquor.

The following six (6) rules form the basis of our House Management Policy:

1. Staff are required to adhere to the provisions of the Liquor Licensing Act 1988 at all times;
2. Staff will not serve liquor to any person under the age of 18 years;
3. The Club will not supply or serve liquor at junior club activities;
4. Staff will not serve liquor to any person who appears to be intoxicated;
5. The club will provide food, water, non and low-alcohol alternatives;
6. Staff will aim to assist patrons in their decision to drink responsibly, and discourage drinking and driving.
7. The Club supports the bar staff with training, and empowers them to immediately cease service of alcohol to any person/s whose behaviour is likely to cause discredit to the reputation of the Belmont City Football Club, and its Code of Conduct.

# Code of Conduct

It is recognised and acknowledged that the excessive or irresponsible consumption of liquor can be harmful to individuals and the community. In accordance with the Liquor Control Act 1988, Belmont City Football Club is committed to ensure the responsible service of alcohol at all times.

Belmont City Football Club is committed to:

- The use of staff trained in responsible server practices and harm minimisation strategies.
- Ensuring persons under the age of 18 years are not served or permitted to consume liquor.
- Refusing entry and service to, and where necessary removing , intoxicated persons.
- Providing hot or cold food, low or alcoholic free drinks, tea/coffee or water to our customers who wish to avoid intoxication.
- Treating customer complaints seriously and making every effort to resolve complaints.
- Ensuring strategies are practised that provide a safe working environment for staff and a safe enjoyable social environment for customers and patrons.
- Discouraging and, when detected, acting to prevent the continuation of any behaviour likely to affect the safety or enjoyment of our customers and patrons, or the safety to staff.

It is not our intention or desire to permit or allow our patrons to consume liquor on our premises to an extent that is harmful to themselves or harmful to others, and we are committed to serving alcohol to our patrons in a responsible manner in accordance with the Guidelines published by the Director of Liquor Licensing; in-line with its Harm Minimisation Policy and in accordance with Liquor Control Act 1988.

# Management Plan

There are six (6) general components in our Management Plan as outlined in this section.

## 1. Responsible Services Practices

The Club will promote and implement **responsible server practices** by ensuring that:

- Liquor is not available on credit.
- Food and snacks, as well as low alcohol drinks, coffee, soft drinks and water are promoted and available on the premises.
- Bar staff will make drinking water freely available to members and patrons.
- Members and patrons understand that service to any customer possibly affected by alcohol will be restricted and monitored in order to comply with Club rules and the Liquor Control Act 1988.
- No harm comes to members and patrons as a result of our service of alcohol.
- The club creates an environment that discourages drunken, disruptive or violent behaviour.
- Club members and bar staff will discourage drink driving behaviour and encourage patrons who appear to have a blood alcohol concentration higher than the legal limit to take safe transport home.
- The Club will provide taxi phone numbers for use by patrons as required.
- The Club will not promote alcohol through 'cheap drink' strategies, such as happy hours.
- Staff have been acquainted with this House Policy and trained to implement it.
- If a staff member feels that a patron has become intoxicated they will offer a range of options as an alternative to alcohol consumption.
- If such patrons continue to order alcoholic beverages the staff member will contact **the Duty Manager** and alert them to the patron's current or impending state of intoxication.
- The member of bar staff can determine whether or not service should be refused.
- **Duty Manager** can determine whether or not a person(s) should be removed from the premises.

## 2. Juveniles

The Club commits to ensure that:

- No person under the age of eighteen (18) years of age will be served alcohol (either directly or indirectly) and will not be permitted to bring alcohol onto our licensed premises or within the licensed outside areas.
- Bar staff will check the age of a patron who is suspected to be under the age of 18 ordering alcoholic drinks. In doing so, bar staff will request valid and recognised identification for suspected minors and will refuse patrons alcohol if one of the below forms of identification cannot be provided:
  - Current Australian driver license with photo;
  - Current passport; or
  - WA issued Proof of Age Card.
- Any person suspected of being under 18 whilst consuming alcohol on our premises, who refuses to provide a valid form of photographic identification to prove they are over 18, will be requested to leave our premises.
- An **Incident Book** will be maintained to record all occasions on which proof of age identification is required.
- No alcohol will be served where junior football events are taking place on the premises.

## 3. Intoxication and Other Non-Acceptable Behaviour

The Club commits to ensure that:

- The club recognises that it is against the law to allow intoxicated, disruptive or violent behaviour to occur on the premises.
- Staff will be alert and diligent to the detection of intoxication signs at an early stage.
- Staff will aim to offer alternative drink options such as soft drinks, coffee/tea, and water.
- Any persons deemed to intoxicated will be refused entry to any and all areas of the premises.
- Any persons deemed to intoxicated will be refused service.
- Alcohol will not be served to any person who is suspected of providing alcohol to an intoxicated person.
- If service of alcohol is refused to members or patrons, the staff members refusing service will emphasise that whilst the individual's patronage is greatly valued, further service of alcohol is illegal and could jeopardise the Club's Liquor Licence.
- Bar staff should always aim for voluntary compliance to address intoxicated behaviour.
- If a staff member becomes aware that a person's behaviour is becoming disruptive or violent they will notify the **Duty Manager**.
- If the intoxicated behaviour is not reduced, the **Duty Manager** will require the person(s) to



leave Club premises.

- Any persons that are argumentative, or who are deemed to be behaving indecently, disorderly or offensively will be refused service and removed from the premises as soon as possible.
- Any persons that are deemed to be engaging in sexual harassment, assault or discriminatory behaviours towards patrons or staff will be refused service and removed from the premises as soon as possible.
- As a last resort, Police will be called to remove person(s).
- All bar staff must have competent knowledge of their powers to refuse service and legally remove persons where necessary and have sufficient support on hand to assist as required.

#### 4. Our Staff

The Club commits to ensure that:

- Bar staff are fully aware of the conditions of the Liquor Licence and the House Policy.
- Bar staff successfully complete an accredited Responsible Service of Alcohol (RSA) Course.
- Bar staff are committed to ensuring that the service and supply of liquor is conducted in such a way that all relevant harm minimisation techniques are considered.
- Bar staff are aware of their responsibilities in relation to “duty of care” including drink spiking, harassment and violence issues.
- Bar staff are required to record any and all incidents in the **Incident Book**.
- Bar staff are fully aware of fire and emergency evacuation plans.
- Management will ensure that ongoing training sessions are conducted in house in order to maintain and keep up with changes made in liquor licensing policies and legislative requirements.

#### 5. Customer Complaints

The Club commits to ensure that:

- At all times staff will act in a professional and friendly manner towards members and patrons.
- All staff treat customer complaints seriously and respond to them accordingly by:
  - Identifying the seriousness of a complaint as to whether it can be dealt with by a staff member or requires Committee Member intervention.
  - Establishing a resolution to the complaint that, wherever possible, is satisfactory to the complainant.
  - Documenting details of serious complaints including names, dates, times, facts of the

matter and action/solutions.

- Where necessary, staff will summon Police assistance in order to prevent any possible or potential aggressive situation.

## 6. Our Venue and Practices

The Club commits to ensure that:

- The House Management Policy will be displayed at the bar.
- There will be a **Duty Manager** on site at all times that the clubhouse is open for business. This **Duty Manager** is able to assist with enquiries, complaints or problems that may arise.
- An **Incident Book** is maintained within the bar to record all appropriate incidents and customer complains.
- We respect our neighbours and require that our patrons and staff do so also.
- All House Management policies and practices will be reviewed by allocated personnel based on the needs and best practices of the Club to maintain and improve the effectiveness of alcohol service delivery and practices.