

Policy No:



Policy Title: Responsible Service of Alcohol (RSA)
Approved 23 May 2016

Policy Statement:

Responsible Service of Alcohol (RSA) refers to the service and consumption of alcoholic products in a manner that minimizes the potential harm that may be caused by excessive alcohol consumption.

This policy has been developed from the training material and guidelines from a RSA certificate course.

Aims:

This policy provides a framework for both the patrons and the Pearl Beach Progress Association in understanding the responsible serving principles adopted by the Association.

The Policy can be used to reinforce what is acceptable and unacceptable in relation to the behaviour of the patrons and the serving practices of the Association.

This Policy aims to encourage moderation, a fair and responsible serving of alcohol and provide a low risk and enjoyable environment for all.

Objective:

- To minimize harm associated with the misuse and abuse of alcohol.
- No service of alcohol to persons believed to be intoxicated.
- To encourage responsible attitudes and practice towards the supply, service and consumption of alcohol at the Pearl Beach Progress Association meetings and its social events.
- To ensure that the supply and consumption of liquor contributes to, and does not detract from the amenity of any event.
- No service of alcohol to minors.

Scope & Responsibilities:

This policy applies to the service of alcoholic drinks at the Pearl Beach Progress Association meetings and the Association's planned social events that are organized throughout the year at the Pearl Beach Memorial Hall.

The policy applies to all the member volunteers who are serving alcohol at these meetings and functions.

It is the responsibility of the Association Executive or the Event Organiser to decide and notify the volunteer bar attendants prior to the event or meeting whether:

- A drink is free
- A drink is included in the sale of the ticket
- Service of 1 free drink on entry
- Sale price of a drink

Responsible Hospitality Practices:

1. Volunteers Serving Alcohol:

- Volunteers bar attendants will be appropriately trained on the responsible service of alcohol.
- Training – RSA Certificate Course. The course fee will be paid for by the Pearl Beach Progress Association.
- A register of RSA accredited volunteers will be maintained by the Pearl Beach Progress Association.
- Volunteer Roster – the Pearl Beach Progress Association will endeavour to roster at least 1 male and 1 female bar attendant for each occasion and a minimum of one person must have a current RSA accreditation. If no RSA qualified attendant is available then an Association Executive Office Bearer will serve.
- Liquor must be only be dispensed by the designated bar attendants for that event.
- Drinks must be paid for by all persons (no free list) except where the Executive agrees to make such liquor available free to all attendees, such as after General Meetings.

2. Drinks will be served in standardised quantities that can be easily recognised:

- 100mls = 1 standard drink (7.7 standard drinks per 750ml bottle of wine)
- Normal restaurant service of 150mls (5 standard drinks per 750mls bottle of wine)

3. Bar Set Up

- The Physical set up of bar should prevent patrons from serving themselves (e.g. angled or L-shaped table layout; bottles kept away from the front of the table.)
- Availability of alternative refreshments at bar at all times (e.g. jug of water and glasses, soft drinks)
- The “House Policy” Notice (see below) will be displayed at the bar at all times.

4. Minors will not be served any alcohol.

All patrons are required to provide acceptable evidence of age where there is any doubt they are under 18 years old.

Proof of Age: what is acceptable?

- Driver’s License
- Passport
- Photo ID Card

What to check?

- Photo
- Birth date
- Hologram
- Alterations

5. Discourage Excessive Drinking

- Alternative non-alcoholic drinks (eg water) will be available
- Encourage patrons to monitor and control their consumption of alcohol
- Deter patrons from rapidly and excessively consuming alcohol

6. Refusing Alcohol Service

- The volunteer serving alcohol has the responsibility and the authority to refuse further service if a patron appears intoxicated.
- A reasonable belief is enough to refuse the service of alcohol.
- The Executive of the Pearl Beach Progress Association will support volunteers who do not serve intoxicated patrons.

Indicators of Intoxication:

- **Speech** (*may include*): slurring words; incoherent or muddled speech; loss of train of thought; poor comprehension; poor attention span
- **Balance** (*may include*): unsteady; swaying; staggering; not walking straight; stumbling or falling over; bumping into things;
- **Co-ordination** (*may include*): spilling and dropping drinks; fumbling; difficulty in opening doors; difficulty sitting or standing; missing mouth whilst drinking;
- **Behaviour** (*may include*): rudeness; aggressiveness; argumentative; offensive; bad tempered; loud; confused; bad language; swearing; vomiting.
- A person may exhibit some of these, but **the strong smell of alcohol on the breath** can determine the state of sobriety.

Refusal Protocols

“T A K E C A R E”

- T** **Tell early**; notify friends and others serving
- A** **Avoid put downs**; show sympathy; deflect by pointing out you are following Association wishes; be tactful
- K** **Keep calm**; speak diplomatically; have sympathy; remove person away from an audience
- E** **Ever Courteous**; be polite; DO NOT TOUCH; use non aggressive body language.

- C** **Clarify Refusal**; slow and distinct language; monitor reactions; point out House Policy;
- A** **Offer Alternative**; offer water; guide to exit; try to organise a friend or partner to look after them or take them home
- R** **Report**; notify other staff; friends; event organiser; office bearers’
- E** **Echo**; if appropriate, the incident may be privately recounted to the person at a later date. This may be better undertaken by a representative of the Pearl Beach Progress Association.



HOUSE POLICY

Our House Policy aims to encourage moderation and provide a low risk and enjoyable environment for all.

- **Fair and Responsible Serving of Alcohol**
- **No Service of Alcohol to Minors**
- **No Service of Alcohol to Persons Believed to be Intoxicated.**
- **Alcohol only Served by Designated Volunteer Bar Attendants**
- **At least 1 Volunteer Bar Attendant must have a current RSA Certificate. If unavailable an Executive Office Bearer will serve**
- **All drinks must be paid for by all persons (no free list) except where the Pearl Beach Assoc. Executive agrees to make such liquor available free to all attendees such as after General Meetings.**