



Responsible service of alcohol (RSA) Management Plan

Trading Name: Kambalda Village
Address: 5 Durkin Rd, Kambalda East
Licensee: Compass Group Remote Hospitality Services Pty Ltd

Liquor Control Act 1988

Changes made

WHAT	WHO	WHEN	CHESS #
First Issue	J Whitely	7-Jul-2003	N/A
Procedure reviewed to make reference to the involvement of the online course from William Angliss for the training of Tavern staff in the requirements of this procedure	J Whitely	1-May-2009	N/A
Updated Associated Documents. Replaced references to the OFI procedure with CHESS. Removed references to William Angliss and requirement for online training	C Tuite	8-May-2018	CHESS 102624
Updated confidentiality status of the document.	C Tuite	7-Jul-2021	CHESS 194196
Recoded document from ESS-Services-018 to Compass-Services-018 and updated document template.	C Tuite	21-Jun-2022	CHESS 243896
Updated the purpose to indicate that the standard applies to all Compass subsidiaries. Replaced references to liquor with alcohol.	J Whitely	18-Jan-2023	CHESS 273504
Added requirements table.	N Hicks	19-Jun-2023	CHESS 287894
Added when to complete an incident report.	N Hicks	22-Nov-2023	CHESS 303329

Contents

Purpose.....	4
1 Scope	4
1.1 Who.....	4
1.2 When.....	4
2 Responsible serving practices flowchart	4
3 Training and competency requirements	4
4 The management team	5
5 Responsible serving practices.....	5
6 Requirements for approved managers and presence.....	5
7 Signage and posters	6
8 Security.....	6
9 Control of juveniles on the licensed premises.....	6
10 Refusal of service to intoxicated patrons.....	7
11 When to complete an incident report (Western Australia only).....	7
12 Customer comments	8
13 Associated documents and resources	8

Purpose

Compass Group Remote Hospitality Services Pty Ltd (**Compass**) is committed to ensuring that alcohol will be sold and consumed in a responsible manner at all our sites and how harm or ill health caused to people or any group of people, due to the use of alcohol will be minimised.

1 Scope

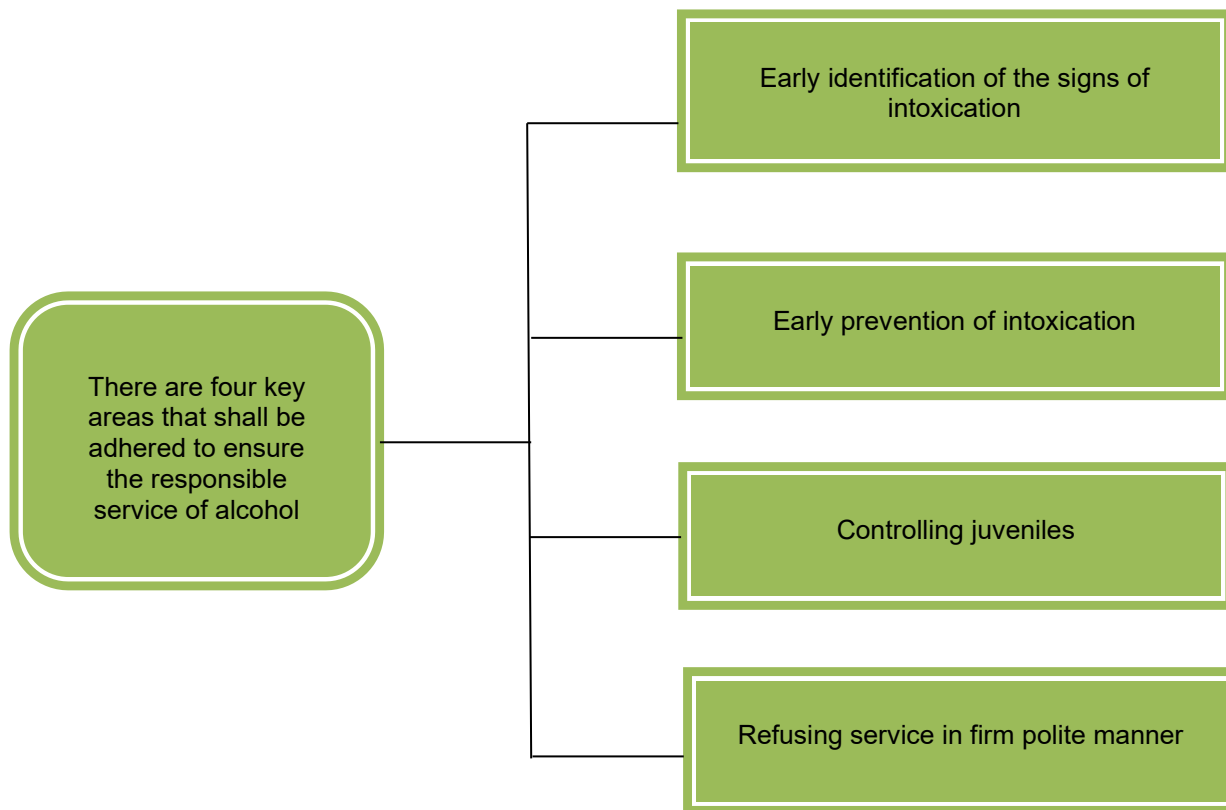
1.1 Who

Chef Supervisor, Site/Unit Manager, Tavern/Wet Mess Manager.

1.2 When

This standard applies during the serving of alcohol by Compass employees.

2 Responsible serving practices flowchart



3 Training and competency requirements

Compass is committed to training and developing all employees to achieve and maintain a high standard of job competence and personal satisfaction. Learning and development opportunities will be focused on enhancing skills, knowledge and attitudes in line with the current, future and legislation needs of the business. For further information, please refer to the **Learning and development index of procedures and forms** (Compass-HR-400).

Pursuant to the Western Australian Liquor Control Act 1988, applicants for a liquor licence are now required to demonstrate their compliance with the mandatory knowledge requirement.

This can be done in two ways:

- (a) By successfully completing an accredited training course and subsequent assessment or
- (b) By successfully completing an assessment that is taken on the basis of prior learning, which may have been gained from experience and involvement in the alcohol industry.

It is mandatory for all staff who serve alcohol in the licensed premises to complete Responsible service of alcohol training.

Successful completion will be recorded on the **Training matrix** (*Compass-Safety-007-FRM-005*), signed off by the employee and the approved manager.

The training of management, employees and security personnel in the responsible service of alcohol should take place regularly. In particular, information on the effects of over consumption of alcohol, consumption of alcohol to persons under the age of 18 years of age, and the danger of mixing alcohol with other drugs and stimulants should be presented on a regular basis especially during toolbox meetings.

4 The management team

Licensee: Compass Group Remote Hospitality Services Pty Ltd

Site/Unit:

Area Manager:

Approved Manager(s):

5 Responsible serving practices

There are four key areas that shall be adhered to ensure the responsible service of alcohol:

- (a) Early identification of the signs of intoxication
- (b) Early prevention of intoxication
- (c) Controlling Juveniles and
- (d) Refusing service in firm polite manner.

6 Requirements for approved managers and presence

The requirements for approval differ between States and Territory. The following table is a guide to the requirements for both new and existing managers.

State	Position	Approval requirements	Site requirements
WA	Bar Manager	Compass Group Remote Hospitality Services Pty Ltd recommend the best practice is to have ALL Bar Managers, Site Managers, Assistant Managers and Operations Managers to hold a valid Approved Managers Card	Must always be present on the licensed premises
	Site Manager/Assistant Site Manager		Must always have their physical card with them in the bar while in operation
	Operations Manager		
QLD	Bar Manager	Must hold approved managers licence prior to sole operation of the licensed premises	Must always be present on the licensed premises (or within 1 hour)
	Site Manager		
SA	Bar Manager	Must be approved as responsible person prior to sole operation of the licensed premises	Must always be present on the licensed premises
	Site Manager		

VIC	Bar Manager Site Manager	Must be approved as nominee within 20 days	Nominee must be in control and contactable while the licensed premises is operating
NSW	Bar Manager Site Manager	Must be approved as licensee within 28 business days	Licensee must be in control and contactable while the licensed premises is operating
NT	Bar Manager Site Manager	Must hold approved managers licence prior to sole operation of the licensed premises	Must always be present on the licensed premises

7 Signage and posters

Compass shall display signs and posters in a prominent position on the licensed premises to reinforce the principles of the responsible serving of alcohol.

Examples of these posters include:

“It is against the law for us to serve alcohol to people who are drunk. It is also an offence to buy alcohol for an intoxicated person”.

“As your hosts, we are responsible for your safety. We will not serve you if you are drunk, rowdy or offensive”.

“Know your standard drinks, wines and spirits. A standard drink is a drink containing 10 g of alcohol. The following is a guide to help keep track of how much you are drinking.”

“Dr Karl explains why you get drunk”.

“Dr Karl’s tips on how to handle your booze”.

“Space your drinks”.

“Drink heaps of water”.

“Eat before you party”.

Further information may be obtained by downloading information from the relevant state liquor licensing website.

Of particular interest is the list of acceptable and unacceptable practices which is designed to assist in the responsible promotion of alcohol products for consumption on licensed premises. The underlying spirit of this guideline is that Compass does not use ‘gimmick’ promotions of cheap or discounted alcohol which is likely to encourage the irresponsible consumption of alcohol (see attached).

8 Security

Security personnel, whilst in some instances may not be directly employed by Compass, must undergo training for the issue of ‘responsible service of alcohol and harm minimisation’.

The licensed security contractor is required to submit the appropriate documentation for each new employee.

9 Control of juveniles on the licensed premises

Acceptable forms of age identification signage will be displayed throughout the establishment and at every entry point. Security and staff are trained to be able to read and understand the form of identification. Compass will provide the Department of Transport Proof of Age Card applications at the service area.

10 Refusal of service to intoxicated patrons

Act early, rather than too late. Compass employees are trained to detect the early warning signs of approaching intoxication or unacceptable behaviour. A good method of monitoring in bars is to go around with a swab (dish cloth) wiping tables and emptying ash trays or clearing plates and at the same time listening for any signs of aggressive conversation or unruly behaviour. At this point, a polite suggestion could be made that the patron in question considers other patrons and quiets down.

This should give the person the cue that they are suspected of having a little too much to drink. At this point, they will often think it reasonable to slow down. It also allows for any of the patron's companions to warn him or her to avoid the entire group being asked to move on.

In the case of a patron becoming intoxicated, loud or disruptive, Compass employees and or security will adhere to the following procedure:

- Remain calm and ask the patron to quieten down
- Offer a non-alcoholic alternative i.e. water, coffee, soft drink
- Arrange suitable transport back to their home or accommodation i.e. in a taxi, with the skipper of the party or simply accompany them safely back to their room and
- If the patron becomes aggressive or refuses assistance, call security and/or police to have the patron removed from premises.

Under no circumstances shall Compass employees become aggressive with or try to overpower the affected patron.

11 When to complete an incident report (Western Australia only)

This information must be recorded in respect of incidents of the following nature:

1. a person is refused entry because they are drunk
 2. a person is refused entry for behaving in an offensive manner including violent, quarrelsome, disorderly behaviour
 3. a person who has been refused entry to the premises continually attempts to gain entry or behaves in an offensive manner including violent, quarrelsome, disorderly or indecent behaviour
 4. a person is required to leave or is removed from the premises
 5. a juvenile or suspected juvenile fails to produce evidence of age when required to do so
 6. a document produced by a juvenile or suspected juvenile as evidence of age is suspected to be forged, false or counterfeit
 7. a person engages in indecent behaviour
 8. a person is drunk
 9. a person (including a person employed or engaged in the business conducted under the licence) is injured
 10. a local resident or other person complains to the licensee, an approved manager or an employee about noise or any other matter related to the business conducted under the licence.
- Use the daily information sheet to report and sign off.
 - If a reportable incident occurs, the Incident Report form must be filled out, reported to the approved Manager and the incident raised on CHESS (restricted if appropriate).

Please note: If your site employs authorised Crowd Controllers (not security guards) then they are required to complete their own security incident report along with WA Incident Report as well.

12 Customer comments

In the event where Compass receives a comment or complaint concerning the quality of service, the procedures for **Customer comments** (*ESS-Cust-004*) and **Opportunity for improvement - using CHES** (*Compass-QA-021*) shall be followed.

It is important that:

- i. The approved manager responds to the complainant using the customer comments form and/or CHES where appropriate
- ii. All details will be taken i.e. nature of complaint, name and contact number (if available) of the complainant
- iii. The Area Manager is informed. The **Site/unit activity report** (*Compass-Cust-005-RPT-001*) should also be used to document any issues with respect to the services performed in the wet mess/tavern
- iv. Corrective action is clearly documented
- v. Corrective action is implemented so as reassure the customer and prevent recurrence if applicable
- vi. Feedback is provided promptly and politely to the complainant and
- vii. Corrective action taken was effective.

13 Associated documents and resources

Policies	
Health and safety policy	Compass-QA-002
Food safety and quality policy	Compass-QA-004
House management policy - responsible service of alcohol	Compass-QA-007
Standards	
Customer comments	Compass-Cust-004
Learning and development index	Compass-HR-400
Opportunity for improvement – using CHES	Compass-QA-021
Code of conduct - responsible service of alcohol	ESS-Services-017
Forms and templates	
Customer comments form	Compass-Cust-004-FRM-001
Site/Unit activity report	Compass-Cust-005-RPT-001
Liquor licensing	Compass-Legal-005
State liquor licensing links	Compass-Legal-005-GDE-002
Training matrix	Compass-Safety-007-FRM-005
Resources	
CHES	
Compass College	
State Liquor Licensing Act	